



## JOB DESCRIPTION

**Position Held:** Senior Care Assistant  
**Reporting to:** Home Manager/Deputy Manager

### Introduction

Jasmine Healthcare is a privately owned group, which currently operates five care homes for the elderly, with significant expansion plans for the future.

Whilst we aim to be a profitable company and provide shareholder returns, our mission is:

*"By prioritising **our people**, our mission is to provide the **highest standards of care** in our own homes and to improve elderly care in the United Kingdom"*

### Job Purpose

Ensure the highest possible levels of care are maintained by supporting / assisting service users in all aspects of daily living as indicated in the service users' plan of care under the guidance and supervision of the Manager or Nurse in Charge, and to support staff as shift leader to ensure that high standards are maintained and service users' are treated with dignity and respect.

In addition, your purpose will involve doing everything possible to ensure that your care home makes a positive contribution to Jasmine achieving all its primary objectives:

1. For all our homes to have a Jasmine Compliance Score of over 80% at all times
2. For all our homes to have a team retention rate of over 70% per year
3. For over 60% of all our team to have a Diploma in Care Qualification
4. For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
5. For all homes to have a [www.carehome.co.uk](http://www.carehome.co.uk) Rating of over 9 out of 10
6. For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

To achieve the specific objectives of the role below:

### Objectives of the Job Role

1. To complete three new care plans during the year and review at least [four] care plans a month
2. To complete the daily medication rounds and document consistently without errors or any issues being picked up on the medication audits
3. To ensure that daily charts are completed to a high standard by all staff on all shifts you are responsible for leading

## Person Specification

### *Jasmine Values*

Job role holder must exemplify the company's values, which are:

1. Passionate about providing the Highest Standards of Care
2. Committed to Training
3. To want to be One Big Team
4. To Communicate Openly, Honestly & Effectively
5. To Have & Reward a Strong Work Ethic
6. To provide a Positive Working Environment
7. To provide a Homely place for our Residents to live
8. To Embrace Change
9. A belief that everyone is an Ambassador for Jasmine
10. To act with Integrity by always doing what we say we will
11. To Care for the Environment

### *Competencies*

- ✿ Leadership skills / Team player
- ✿ Ability to work under pressure
- ✿ Good time management
- ✿ Excellent interpersonal skills
- ✿ Flexibility with working hours
- ✿ Willingness to progress career
- ✿ Good written and oral communication skills
- ✿ Ability to use initiative in safe and appropriate circumstances
- ✿ Promote harmonious working relationships with all members of staff

### *Experience and professional qualifications required*

#### Essential:

- ✿ Relevant Professional qualification (e.g. At least NVQ Level 2 and must be willing to work towards NVQ Level 3)
- ✿ Experience in residential / nursing home setting of which at least one year must be with people living with dementia
- ✿ Awareness of the principles of Person Centred Care Planning
- ✿ In accordance with training achievements during NVQ Level 2 in Care under those clinical duties as delegated by the Head of Care and the Manager
- ✿ Senior Care Assistants should only undertake those duties that they are confident and competent to perform. They should not think that they are obliged to perform any of these extra duties – any problems / concerns should be discussed with the Manager at the earliest possible opportunity,
- ✿ To ensure knowledge is gained to demonstrate a good understanding of the prevention of abuse of vulnerable adults, recognition of the signs of abuse and procedures to follow in the event of an allegation of abuse
- ✿ Be willing to undertake certain administrative tasks when requested to do so i.e. preparation of drug orders, care planning for designated service users, maintain charts for service users as needed
- ✿ Full Driving Licence

#### Preferred:

- ✿ Knowledge of National Care Standards Act 2000

- ✿ Experience of supervising staff as shift leader

### **Key Tasks and Accountabilities**

Working in conjunction with and under the guidance of the Home Manager to:

#### *Management*

- ✿ Create clear and effective lines of communication and working relationships, both within the home and with families, other professionals and agencies involved in the care of residents
- ✿ Attend and contribute to meetings / handovers to maintain communication between all levels of staff
- ✿ Maintain a safe staffing level at all times whilst minimising agency usage
- ✿ Investigate any incidents, accidents or complaints that arise under direction of the Home Manager
- ✿ Keep abreast of new and developing services in the field of Residential and Nursing Care and particularly Dementia Care to ensure personal professional competency and that of the staff team is maintained
- ✿ Ensure the key worker scheme is fully functional

#### *Management of Staff*

- ✿ Ensure all staff instil a culture of putting service users' needs first and providing excellent care
- ✿ Ensure staff supervisions for all care staff and ancillary staff are done every two months
- ✿ Ensure that all staff training needs are met and that staff are supported through the supervision process

#### *Relationship Management & Marketing*

- ✿ Maintain relationships with internal and external agencies including the local community, General Practitioners, Social Services, District Nurses, the PCT, CQC and other relevant government or local authority departments
- ✿ Assist with marketing the home and maximising occupancy
- ✿ Assist with pre-admission assessments

#### *Service User Care*

- ✿ To be competent in being able to fully compile a person centred care plan
- ✿ Together with the Manager and Deputy ensure all care plans are updated and evaluated at least every calendar month or sooner where required.
- ✿ Take responsibility for the care delivered to residential service users which will involve assessment, development of care plans, ordering and administration of medication
- ✿ Ensure that the individuality of each service user is maintained by developing an awareness of, and, accommodating as far as is possible, their needs and requirements
- ✿ Promoting the overall well-being of service users by ensuring they have access to all outside agencies (i.e. dentist) and maintain contact with their families and friends
- ✿ Make initial contact with relatives within one week of admission / or taking over as senior care assistant and ensure communication channels are maintained
- ✿ Ensure that the residents are provided with the highest standard of care and evidence recorded of same
- ✿ Promote good practice in all aspects of elderly care to service users and their property

#### *Standards, Policies and Procedures*



- ✿ Maintain an awareness of the latest professional and clinical knowledge
- ✿ Ensure the safe handling and proper documentation of medicines
- ✿ Demonstrate knowledge of all the company's Policies and Procedures including Health and Safety and Fire Procedures and ensure that these are put into practice
- ✿ Maintain written records in accordance with the company's Policies and Procedures
- ✿ To be aware of the location of all fuse boards, boilers, water stop taps and regulators for heating

*Reporting*

- ✿ Ensure the Manager is kept fully informed of all major developments (i.e. staff issues, occupancy, complaints, inspections) at all times
- ✿ Ensure staff are kept fully informed of all new developments in the home
- ✿ Ensure the Manager is kept fully informed of the job holder's concerns, ambitions and development requirements

Job holder's signature .....

Manager's signature.....

Dated.....