

JOB DESCRIPTION

Care Assistant (Care Homes)

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our residents but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

Job Purpose
<p>Reporting to the Charge Nurse/nurse in charge or delegated senior carer, you will be responsible for the individual well-being of residents, ensuring that their physical, emotional and social needs are met in accordance to their care plans and in a caring, kind and respectful manner, preserving dignity and self-respect at all times.</p> <p>You will act to uphold The Scottish Social Services Council (SSSC) code, promoting and delivering excellent professional standards within the Care Home. You will have a customer focus approach and have a 'can do' attitude to ensure that our residents' experience of service remains positive.</p> <p>You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.</p>

Key Responsibilities

- Under the direction and guidance of the Nurse on duty, and on occasions the Senior Carer, you will deliver the highest standards of holistic care and attention for the residents.
- You will ensure that you read and understand each resident's personal care plan prior to providing care, seeking guidance from the Nurse/Senior carer on duty as required.
- You will deliver person centred care as detailed in the personal care plan, with a view to promoting individuality and independence and assisting in the use and care of aids and personal equipment.
- You will be responsible for updating and maintaining personal care plans by inputting data on the PCS hand held device, in a clear and accurate manner and should alert the Nurse on duty to concerns about the care and wellbeing of residents.
- You will assist in the keeping of accurate records in accordance with registration and legal requirements e.g. turning and fluid charts, visual checks, food and fluid charts, daily notes etc, ensuring that handover reports can be given to your colleagues.
- You will be responsible for assisting residents to care for their possessions, ensuring the safe use of equipment in their home environment meets their needs.
- You will be responsible for operating equipment safely in a way which reduces potential risks.
- You will maintain a consistently high standard of cleanliness to minimise the risk of spreading infection, ensuring that all Health and Safety training is put into practice and reporting incidents, accidents, and complaints to the Nurse on duty or Care Home Manager.
- You will be asked to contribute to reviews for residents and delivering key objectives or tasks, working with colleagues across functions to share and transfer relevant knowledge and experience to achieve delivery of the care services.
- You will contribute to maintaining strong relationships with GP's and all stakeholders including residents and relatives.
- You will assist with all personal care needs including washing, dressing, assisting with meals, maintaining and promoting continence, and all aspects of personal hygiene in line with each resident's care plan.
- You will help to provide mental and physical stimulation by participating in recreational and social activities with the residents.
- You will be respectful and courteous when dealing with colleagues, relatives and other public and professional people.
- You will attend staff meetings and all required training sessions to ensure compliance with mandatory training requirements.

- Participate as part of VHA's response team as part of the business continuity response to major incidents such as fire and flood and our emergency on call rota.

Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- The team systems, data and processes, including updating and implementing these related to your role.
- Assessing and managing risk as it relates to the team objectives.
- Undertaking organisational training, both internal and external as required, including ELfY compliance, (examples include, Moving & Handling, Infection Control, Medication, Health & Safety, Safeguarding, GDPR, and Promoting Excellence in Dementia).
- You will contribute to the orientation and induction of new members of the care home team (as applicable) as directed by the nurse in charge etc.
- If required, you will be willing to participate in a "Champion Programme" taking responsibility for an identified area and undertake any training required & support the development and delivery of this training with members of the care home staff team, (examples include, Moving & Handling, Infection Control, Promoting Excellence in Dementia, Palliative/end of Life Care and infection Control).
- You will be required to maintain active status on SSSC register, act in accordance with SSSC Code and guiding documents and undertake any additional training responsibilities required to support staff development within the service.
- Contribute to the continuing review and compliance with all relevant policies and procedures.
- Providing accurate and timely management information relating to the team's performance and how this contributes to overall business performance.
- You will comply of regulatory requirements, for example, Health and Social Care Standards, Health and Safety, Scottish Fire & Rescue Service and Environmental Health and Care Inspectorate and any other regulatory bodies identified.
- You will have full knowledge and understanding of the fire panel, process for raising the alarm, contacting the fire service, and what to do in the event of fire, resident fire evacuation plans (PEEPs), evacuation plan and be familiar with the business continuity plan.
- To provide additional cover within the team as requested when necessary.

Behaviours

- Be a role model for staff and stakeholders, showing energetic, determined, flexible and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

VHA Values

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a "loved one"
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

PERSON SPECIFICATION

1.	Qualifications	D/E	Evidenced
	NVQ 2 / SVQ 2 in Health and Social Care or equivalent qualifications or complete said qualification in the agreed timescale	D	
	Commitment to keep up to date membership of Professional Body and continued professional development	E	
2.	Skills / Abilities		
	Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of stakeholders	E	
	Office/ICT skills in relevant software	E	
	Strong organisational and administrative skills, ability to prioritise	E	
	Proven problem solving and planning capability with creative skills and the ability to meet deadlines	E	

	Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail	E	
	Ability to deliver excellent levels of customer service at all times	E	
	Ability to balance older people's rights to independence with the need to maintain safety	E	
	Ability to maintain a safe and healthy work environment	E	
	Ability to build confidence and motivate and improve performance and foster a supportive culture	D	
	Ability to network, build relationships and create successful partnership working opportunities	D	
3.	Experience		
	Experience of providing support in a community setting or other relevant environment.	D	
	Experience of working with people with a diverse range of needs, including older people	D	
	Experience of delivering person centred care	D	
	Experience of working in the not for profit / charity sector	D	
4.	Knowledge		
	Good working knowledge of support services/community care	D	
	Knowledge and understanding of difficulties experienced by older people	E	
	Knowledge of Adult Support and Protection legislation	D	
	Knowledge of the Health and Social Care Standards	D	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing "can do" attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Support strategic thinking, able to deliver a vision of the future organisation	D	
	Willing to be flexible in working hours, including attending out of office hours meetings and able to travel as required	E	
	Satisfactory PVG Check	E	