

JOB DESCRIPTION			
<b>Post Title:</b>		Care Services Support Assistant	
<b>Department:</b>		Housekeeping	
<b>Full/Part Time:</b>	Full/Part Time	<b>Hours of Work:</b>	As per contract of employment
<b>Postholder Reports to:</b>		Household Manager & Care Services Support Manager	
<b>Postholder Supervises:</b>		No supervisory responsibility	
<p><b>Purpose of the Job:</b></p> <p>To support the Households to provide person centred care by participating and contributing to daily activities of living based on resident's physical, psychological or environmental needs. General activities including assisting with tasks involving residents.</p> <p>To participate in Relationship Centred Care through working in partnership with the care team to support where extra help is required across all the Households</p> <p>To undertake cleaning of all sanitary areas, clinical areas, bedrooms and en-suites, bathrooms, staircases and lobbies and other public areas, offices, communal areas, as allocated.</p> <p>To provide cleaning and domestic duties throughout Nightingale Hammerson and to fully contribute to the practice of providing person centred care to Nightingale's Residents.</p> <p><b>Health and Safety</b></p> <p>All staff is expected to take responsibility for their own health and safety, as far as they can themselves, and to exercise reasonable care and caution in the execution of their duties.</p> <p><b>Nightingale Hammerson Values</b></p> <p>We expect all staff to display and uphold our core values which are:</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Respect</li> <li>• Excellence</li> <li>• Dignity</li> <li>• Integrity</li> <li>• Teamwork</li> </ul> <p>More information on our Mission and Values can be found on our website</p>			
<p><b>Equal Opportunities:</b></p> <p>Nightingale is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all employees to understand and promote equality of opportunity in their work.</p>			
<p><b>Duties and Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. To work flexibly on a rota basis.</li> </ol>			

2. To undertake sweeping, buffing and washing of floors and hard surfaces.
3. To undertake washing-up of dining equipment and utensils on the Households.
4. To undertake the vacuuming and cleaning of carpets.
5. To deep clean residents' rooms taking into account infection control measures.
6. To replenish towels, and bed linen in residents' rooms.
7. To assist the residents at mealtimes as part of the meals matters campaign after training.
8. To ensure the weekly water flushing audits are completed in an efficient and prompt manner and filed in the health and safety audit file on the unit.
9. To support the care team in meaningful engagement and activities for residents as allocated.
10. To assist the Care Team in serving tea and refreshments to residents
11. To provide relief staff giving one-to-one care to residents
12. To assist in transporting residents to activities within Nightingale House
13. To be responsible for replenishing all cleaning materials on your section and ordering with the Manager when the stock is low.
14. To generally interact with residents as appropriate in order to accommodate the individual preferences and wishes of residents.
15. To assist and support care staff in providing person centred care to the residents of Nightingale and to assist in promoting the Home's person centred philosophy of care.
16. To undertake any other duties, within the competence of the postholder, as may be required from time to time.

### **Professional**

1. To always behave in a manner that is professional and positive, ensuring confidentiality is paramount and professional boundaries always assessed and applied.
2. To always act in accordance with your own identified limits of competence, conduct and personal accountability.
3. To adhere to and promote the policies, procedures and guidelines produced by NGH in relation to care practice and more general issues.
4. To ensure that the Household Manager and the Director of Care Services for NGH are kept fully informed of any areas of concern in care practice across NGH, intervening immediately in situations where the risk of significant harm is evident or possible
5. To safeguard at all times, the confidentiality of all information, paper, electronic and verbal relating to all residents, their families and the business and employees of NGH

6. To actively promote and lead by example the non-discriminatory practices and behaviour of all and to all residents, their families, NGH employees and visitors to NH. Discrimination relates to age, religion, race, sexual orientation and disability.

### **Code of conduct**

The post holder is required to observe the following principles:

1. Make the care and safety of residents his/her first concern and act to protect them from risk.
2. Respect the public, residents, relatives, carers, staff and partners
3. Be honest and act with integrity
4. Accept responsibility for his/her own work and the performance of the people the post holder manages
5. Show commitment to working as a team member by working effectively with team members and the wider community
6. Take responsibility for own learning and development
7. In all actions undertaken have regard for Home reputation

### **Flexibility**

- The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within the organisation.
- The post holder can be expected to work in and from any of the premises where business is conducted.

### **Any Other Duties**

- Such other duties, within the competence of the post holder, as may be required from time to time.

## PERSON SPECIFICATION

The requirements listed below are considered to either be **essential** to successfully undertake the duties and responsibilities of the post or are considered **desirable**.

<b>Criteria</b>	<b>Essential or Desirable</b>
<b>Qualification</b>	
1. QCF Level 2 or equivalent training and recognised qualifications	Desirable
<b>Experience</b>	
2. Experience of caring for older people gained at work, in a voluntary capacity or at home.	Essential
<b>Knowledge</b>	
3. To have an understanding of the needs of older people in a in a health or social care setting	Essential
<b>Skills</b>	
4. Ability to communicate effectively and work with and for older people	Essential
5. Ability to communicate effectively and work with a wide range of colleagues	Essential
6. Ability to use a range of equipment in providing safe care to residents, after training	Desirable
7. Literacy and numeracy skills in order to undertake written work associated with the post.	Essential
<b>Special Conditions</b>	
8. Ability to work on a rostered shift basis, including evenings, nights, weekends and public holidays and to flexibly respond to the requirement to provide twenty-four hour care.	Essential
9. Able to undertake the range of tasks involved in providing a health and social care service to residents.	Essential
10. It is important for health and safety reasons, that staff do not undertake work elsewhere which may result in them workingback to back shift patterns.	Essential

