



St Monica Trust

Care and Support Worker Role Profile

Working within our residents'/service users' homes, we tailor care packages to meet their individual needs. This can range from 15 minutes per week to more frequent daily help. Whatever the needs of the resident, our priority is to ensure they maintain control, choice and dignity at all times.

Role purpose:

Reporting to the Retirement Community Manager, to provide quality care and support to residents in St Monica Trust's Sheltered Housing and Very Sheltered Housing, offering service continuity and a safe, secure living environment. Demonstrating respect for the individual's dignity and independence at all times.

Hours of work:

The care and support service early shift begins at 0715 and the late or night shifts end at 2130 or 2230, depending on site, every day of the week. Dedicated sleeping night duties are also required. Specific hours will be stated on the job advert and will vary according to place of work.



Duties

1. To deliver a high standard of care whilst maintaining individuals' independence at all times.
2. Assisting with service users hygiene by delivering personal care.
3. Assisting with service users'/ residents' mobility including the use of hoists, handling equipment, walking aids and wheelchairs.
4. Assisting service users/ residents with their nutritional requirements including providing help at mealtimes.
5. Assisting service users with shopping and other activities which may require working off-site.
6. Encouraging and facilitating social and spiritual activities.
7. Adherence to St. Monica Trust policies and procedures especially with regard to manual handling, health & safety and hygiene.
8. Respect the confidentiality of knowledge and information at all times.
9. Formulate, review and maintain service users' care plans.
10. Maintain service user/ resident records.

Main Tasks

Care and well-being

1. To assist with the care of residents within their own homes (in independent living, sheltered housing or very sheltered housing) as directed by the Retirement Community Manager and the Deputy Retirement Community Manager.
2. To assist with personal care tasks such as hygiene, dressing/undressing, getting in and out of bed, toileting, bathing and commode emptying.
3. To provide a key worker role to a number of residents, some of whom may not receive the St Monica Trust care package. The role includes settling new residents into their new home, helping with general queries and making regular contact.
4. To assist residents with the application of creams in accordance with the manufacturer's instructions (as required/ requested by the resident).
5. Support residents when they self-medicate to ensure that medication is taken correctly.
6. Contact all service users/ residents using the call system to check on their well-being, according to the agreed procedure.
7. Give emotional support to service users/ residents and residents' families and friends when necessary.
8. Encourage and facilitate social and spiritual activities.
9. Demonstrate friendliness and courtesy to service users, residents and colleagues, ensuring a pleasant and happy atmosphere and promoting the service positively.
10. Pass on relevant information or enquiries to the Retirement Community Manager as appropriate.
11. Identify any resident who is not responding to support, advice and/or food.

What our Care and Support Workers say:

Important to be open, bubbly and familiar – and always professional

Adapt your style to the individual

Practical skills are important – helping with personal care and day to day activities

Managing difficult circumstances, often involving families

Being able to call upon each other for help and support



Monitoring and record keeping

12. Formulate, review and maintain care plans for each service user.
13. Record details of care as appropriate.
14. Record all work activities on designated timesheets to assist with invoicing.
15. Report any changes in residents' conditions or general welfare.
16. Ensure information is received, read and acted on regarding events of the previous shift - ensure consistency of care provision.
17. Contribute to an effective communication system. Keep accurate records, including entries in the Incident/Communication Book.
18. Identify and assess any call responses which may require a follow-up visit.

Assisting with food and nutrition

19. Assist residents in meal preparation and ensure their meals are nutritious, cooked and served correctly and with care, maintaining a high standard of meal service and food presentation.
20. Help residents in the selection and ordering of meals where required and/or assist him/her to the restaurant/ dining room.
21. Assist residents who require help in eating and/or drinking.
22. Serve drinks when required.

Household and domestic assistance

23. Prepare service users/ residents' laundry for collection. Undertake reasonable domestic laundry tasks with the equipment provided.
24. Ensure a good standard of cleanliness of residents' homes, rooms and apartments.
25. Change bed linen and make beds (where necessary).
26. Ensure clinical waste is disposed of in the correct manner.
27. Assist the resident in matters of household budgeting and management.

General

28. Accompany residents, both on and off site as required, such as with shopping and out-patient appointments.
29. In the event of the death of a resident, follow the agreed procedure.
30. Be familiar with and monitor fire alarms, taking appropriate action in the event of an emergency.
31. React promptly to emergency telephone calls/Warden Call system and attend location of emergency where necessary. Assist the resident as required and summon doctor, Ambulance, Security/Porter or family, as a situation dictates. Remain in a supporting role until help arrives.
32. Undertake waking night shifts and, be on call for emergencies in Very Sheltered Housing and Sheltered Housing on a sleep-in shift as required.
33. It is essential that all staff observe the code of confidentiality.

What our residents say:

It's good to have someone to talk to

They spot when things are needed without the need to be prompted

Must love people

Foresight and initiative

Good listening skills are crucial

Being sensitive to how a resident is feeling



Person specification		
<p>The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.</p>		
Skills		
<p>Communication Clear written and verbal communication skills. The ability to listen, to follow and understand instructions. Attention to detail.</p>		
<p>Thinking Style A logical and rational approach to resolving problems and making decisions. Good use of initiative and intuition. Flexible and adaptable in style – covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.</p>		
<p>Working with others Demonstrates strong client focus - prioritises residents' needs and requests. A welcoming and approachable style. Able to build positive working relationships with residents, team members and external visitors.</p>		
<p>Well-being and Values Demonstrates values of respect, trust and calmness. Has an understanding of older people's needs and a commitment to the safety, care and well-being of residents. Ability to show empathy.</p>		
<p>Time management Organising skills – being able to plan ahead, meet deadlines. Conducts tasks in a structured and logical way. Factoring in the unexpected!</p>		
Knowledge, qualifications and experience	Essential	Desirable
Experience of working in a nursing home, hospital or sheltered housing setting.	✓	
Experience of working with older people and/or people with disabilities.	✓	
An understanding of the needs of older people and/or people with dementia.	✓	
Ability to attend to personal care needs such as helping with food, bathing and toileting.	✓	
NVQ level 2 in Care (or equivalent)		✓
Good practice of First Aid and Manual Handling		✓
Good food and hygiene practice		✓
Ability to recognise symptoms of medical problems/dementia		✓
Good standard of literacy and numeracy	✓	
Competent using computers, email and electronic systems i.e. for use with care plans and online risk assessments.	✓	
Additional information		
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equality and Diversity Policy. 		
<ul style="list-style-type: none"> This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. 		
<ul style="list-style-type: none"> This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application. 		



St Monica Trust
Delivering well-being for older people

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