

## Job Description

Section/Service: Residential Care	Department: Suffolk Lodge
Job Title: Care Assistant	

### Suffolk Lodge:

Our Suffolk Lodge care home is a lovely modern, two-storey building located in a pleasant residential area based within a very easy walking distance from the town centre of Wokingham. This home provides residential care for up to 37 older people living with dementia; including short-stay accommodation for three people. We have 5 specialist units for older people living with dementia who require the support of a secure environment and a higher level of care from our staff members.

### Primary Purpose of Role

To provide physical and social care for residents and short stay residents, whilst promoting the company policy of independence, choice, rights, fulfilment, privacy, dignity and equal opportunity.

### Main Duties and Responsibilities

- ❖ To work as a team member in responding to individual care needs over a 24 hr period, including, bathing, feeding, dressing, mental and emotional health needs.
- ❖ To assist in the administration of medication to residents.
- ❖ To be involved in the preparation, cooking and serving of food to meet the daily needs of residents, to share in the mealtimes with residents.
- ❖ To key work for residents, to take responsibility for additional tasks for special residents, such as purchasing clothes and toiletries on their behalf.
- ❖ To organise and participate with residents in leisure or other activities within and outside of the home.
- ❖ To participate in care planning and assessment meeting physical, intellectual, social and emotional care needs of each resident. This will include dealing with behavioural difficulties, vulnerabilities, attending and involvement in reviews and case conferences.
- ❖ To carry out domestic duties as required meeting the daily needs of residents.
- ❖ To maintain written records and reports. To liaise with colleagues, relatives, carers, DNs and other professionals, care managers, GPs on behalf of residents.
- ❖ To participate in internal and external staff training, including supervision, appraisal and attending staff and team meetings.
- ❖ To be responsible for Health and Safety, ensuring that all faults and hazards are reported to contribute to a safe environment. To participate in creating a suitable environment.
- ❖ To respond to the emergency call bell system and assist in emergency situations.
- ❖ To undertake any other tasks commensurate with the post as may be required.

# Person Specification

D – Desirable, E- Essential

<b>Qualifications/Education/Training:</b>	<b>D/E</b>
Completion of NVQ/QCF Level 2 qualification	D
A commitment to work towards a suitable qualification e.g. QCF	E
<b>Experience</b>	
Previous experience of delivering care (either in an care environment or personal)	D
<b>Skills and Abilities</b>	
Basic numeracy and literacy skills (e.g. for following instructions on a prescription; completion of timesheets)	E
Clear and precise communication skills	E
Ability to report accurately, verbally and in writing (e.g. when completing incident reports or speaking to a GP)	E
Ability to record observations and actions accurately (so observation sheets are accurate and can be followed by others)	E
Flexibility (e.g. to adapt quickly to the needs of different customers)	E
Ability to respond to different situations quickly (e.g. to remain calm in a crisis; to support people with a wide range of different needs)	E
<b>Personal Qualities</b>	
Team player (support others, follow guidance, share information, back up at short notice)	E
Caring but professional attitude (put the customer first, know when to report concerns, follow the code of conduct)	E
Good listener (follow instructions, show you listen and remember what you have been told by a customer and staff)	E
High sense of responsibility (attendance record, timekeeping, accurate recording, pass on concerns)	E
Positive attitude (support customers in emotionally difficult situations, find solutions to challenges)	E
Non-judgemental approach towards customers and colleagues	E
Supportive and responsive towards customers and colleagues	E

<b>Other</b>	
Need to be able to handle hazardous conditions: Bodily fluids excrement, vomit.	E
To be able to manage challenging behaviour from residents / relatives	E

## Optalis Company Core Values;

### Customer Service

We listen to our customers and offer genuine choice tailored to their individual needs.

Our customers are at the heart of everything we do.

### Respect

We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

### Transparency and Integrity

We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

### Communication

We ensure two-way communication with our customers and staff; providing clear, accurate information.

### Continuous Development

We embrace and drive forward positive change within the organisation.

### Enjoyable and Rewarding

We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.