

# Job Description



**Job Title:** Relief Care and Support Assistant

**Reports to:** Day Care Services Manager

**Based at:** Denny Day Centre, Diss

**Hours:** Relief, as and when required

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## Key Objectives of Role

1. To provide a day care service to vulnerable older people, those living with dementia and those who are physically frail.
2. To always work in a person-centred way to support and develop the independence of service users and assist them with their personal care.

## Main Responsibilities

1. To work within the team and in partnership with others to ensure this service is of a high standard.
2. To undertake tasks with the users of the service which ensure their physical and emotional wellbeing.
3. To help assess the needs of particular individuals and develop plans to meet those needs.
4. To treat service users with dignity and respect at all times.
5. To support service users to achieve their individual goals and aspirations and participate in activities which interest them.
6. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
7. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and service users.
8. To take personal responsibility for achieving value for money where appropriate.
9. To work flexibly, as part of a team, responding to the needs and demands from service users.

## Key Tasks

1. To create, maintain, monitor and develop high standards of practice through team working.
2. To regularly attend and take an active part in team meetings, ensuring they are used for open and honest discussion that enhances good practice.

3. To help create and maintain, within the staff team, practices which support the provision of a high quality service to users and their carers.
4. To act in a way that supports an open and honest team process and thus ensures that the team works efficiently and effectively.
5. To receive support and supervision from line management, identify training needs and develop plans to meet those needs.
6. To work within a rota to provide appropriate support for service users.
7. To maintain a level of proficiency in First Aid.
8. To maintain a knowledge and understanding of procedures in case of emergency.
9. To keep proper account of the expenditure of any monies belonging to the organisation and/or individual service users.
10. To undertake domestic tasks, usually in association with service users, to ensure proper standards of health, hygiene and catering.
11. To identify any actual or potential risks under the Health and Safety at Work Act and bring them to the attention of the Day Care Services Manager.
12. To monitor the health and welfare of service users, to support them in maintaining their independence.
13. To undertake risk assessments and monitor the risk of particular activities to ensure that, within the limits set by the individual's needs for growth and change, the individual is not exposed to unnecessary risk.
14. To support service users in their medication regime, in line with defined policy and practice.
15. To provide a link for information, communication and support between the service and the carers, family members and supporters of service users.
16. To liaise with the carers and supporters, ensuring that their views and those of the service user are heard.

## Person Profile

<b>Selection Criteria</b> <b>A = Application form</b> <b>I = Interview</b> <b>T = Test</b> <b>D = Desktop or other practical exercises</b>	<b>Essential or Desirable (E, D)</b>	<b>Assessment Method (A, I, T, D)</b>
<b>Experience:</b>  1. Proven track record in a care and/or support role.  2. Experience of providing a service to older people, those with dementia and those who are physically frail.  3. Experience in acting as a key worker.	E  D  D	A, I  A, I  A, I
<b>Qualifications:</b>  1. Basic Food Hygiene Certificate, First Aid Appointed Person, Manual Handling.  2. NVQ in Care (Level 2) or Health and Social Care Diploma.	D  D	A  A
<b>Skills:</b>  1. Empathy - with service users.  2. Conscientiousness, care and compassion.  3. Good communication skills both verbal and written English.  4. Ability to advocate on behalf of service users.  5. Ability to work unsupervised.  6. Full, clean driving licence.	E  E  E  E  E  D	I  I  A, I  I  A, I  A, I