North Northamptonshire Council

JOB DESCRIPTION

Post: **CARE & SUPPORT ASSISTANT (Grade D)**

Reporting to: **Care Supervisor**

Job Purpose: **To always show kindness, compassion and understanding towards customers.**

To provide high quality and flexible support and care to customers in a range of services to enable them to achieve a level of independence to their own abilities.

To provide a person-centred approach that meets each customer's aspirations and abilities towards achieving their wellbeing, rights and choices.

MAIN RESPONSIBILITIES:

1. To provide practical, personal and emotional care and support and to NNC customers who may have a range of different health and social care needs.

2. To support the customer to maintain or develop social networks and interests, where required organising and or participating in activities of the customers choice

3. To always be mindful of treating customers with kindness, respect and compassion, that helps foster a feeling of happiness and contentment for customers in their home or place they visit.

4. To ensure each customer experiences a service that meets their own personal needs and preferences, as set out in their care/support plan, and to refer any areas of concern to the duty manager.

5. To work in such a way as that promotes the customers' health and wellbeing, ensures dignity is preserved, supports independence and choice whilst maintaining safety making sure any areas of concern are reported to the duty manager.

6. To provide a flexible service that may involve a range of activities including personal care, administration of prescribed medication, practical help at home, etc., or just simply accompaniment to appointments.

7. To work with the customer to understand and contribute to assess their needs of customers , e.g. risk, manual handling and use of low-level equipment.

8. To contribute to individual care plans, record all activities and refer any issues of concern to the duty manager to ensure that the customer receives support and care appropriate to their needs.

9. To safely operate a range of lifting and transporting equipment as necessary to help and support customers, reporting any faults with equipment to the duty manager in accordance with appropriate training, policies and procedures.

10. To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, e.g. infection control.

11. To comply with North Northamptonshire Councils Policies and Procedures, and any relevant legislative requirements.

12. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the role to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, tasks will be flexible, within the spirit of the role, to reflect changing needs and circumstances.

North Northamptonshire Council

PERSON SPECIFICATION

CARE & SUPPORT ASSISTANT (Grade D)

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	✓	
Willingness and ability to complete NVQ Level 2 in Care within 2 years	✓	
Ability and willingness to undertake all training relevant to the role	✓	
NVQ Level 2 in Care		✓
EXPERIENCE & KNOWLEDGE		
Knowledge of basic health, safety and hygiene standards	✓	
Experience in the role		✓
Working within a team as well as individually	✓	
ABILITY & SKILLS		
Ability to manoeuvre customers as required, using differing levels of physical effort	✓	
Sound understanding of good care principles	✓	
Excellent verbal communication skills	✓	
Ability to maintain straightforward, clear and concise records		
Good planning and team-working skills	✓	
Able to positively represent the company to customers and their families		
Ability to cope under pressure, work flexibly and reliably	✓	
Even-tempered and patient	✓	
Ability to cope with change	✓	
Ability to focus on excellent customer service/drive for excellence	✓	
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them	✓	
Awareness of sensitivity and discretion in all verbal and written information (Data Protection)	✓	
Ability to work flexibly, e.g. evenings, weekends, Bank Holidays, to meet the needs of the service and its customers	✓	
Willingness to drive company vehicle, if required – valid, full driving licence required		✓
EQUAL OPPORTUNITIES		
Respect for people's different backgrounds and an understanding that this may affect how care and support is best provided	✓	
Understanding of equality standards and diversity issues and their impact in social care services		✓