

Senior Health Care Assistant

Job description and
person specification

Job title: Senior Health Care Assistant
Reports to: Unit Manager

Senior Health Care Assistant

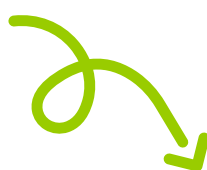
As a Senior Health Care Assistant with Exemplar Health Care, you'll be at the forefront of supporting us to achieve our mission of making every day better for adults living with complex needs.

Being a Senior Health Care Assistant is an extremely rewarding role. In it, you'll lead a small Care Team on your unit to support our service users to maximise their independence and live their best lives.

Supporting young adults with complex needs to live their best lives

Our homes support adults living with complex needs with all aspects of their day-to-day living, including their emotional, health, personal and social needs.

Most of our service users are of working age and are keen to stay active and engaged, and learn new skills. Your role may include supporting people to take up new hobbies, to meet friends, to get involved in social activities, to go to the gym or to look their best!



Small and friendly teams

In this role, you'll usually work in the same team, under the guidance of a Registered Nurse, and with the same service users, to ensure continuity of care.

This means that you'll see the difference you make each and every day.

High staffing levels

Our homes have higher than average staffing levels compared to other care providers. There's usually up to six colleagues on each unit, supporting around ten service users. This gives you more time to spend with the people you support.

You'll get to know your colleagues and service users really well. You'll build positive and long lasting relationships that not only benefit their lives, but yours too!

About Exemplar Health Care

Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex needs.

Our homes tend to specialise in supporting people with specific conditions and disabilities such as Huntington's disease, brain injuries, spinal injuries, mental health needs, learning disabilities or dementia.

Across all of our homes, one thing remains the same - our Senior Health Care Assistants play a vital role in empowering people to live their best life!

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support and our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make them a part of everything that they do. We're looking for people whose personal values match our values of:

- fun
- integrity
- responsive
- success
- teamwork.

[Read more about our values here.](#)



The key responsibilities of a Senior Health Care Assistant

As a Senior Health Care Assistant with Exemplar Health Care, you'll support the service users in your home to live a fulfilling life by providing the highest standards of care.

No two days will be the same – our service users are individuals and they deserve to be treated as such.

However, as a general guide, your responsibilities may involve the following.



Leading a team



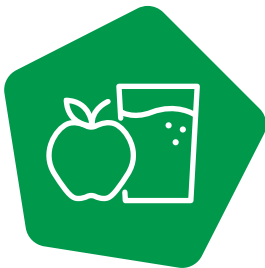
Social activities



Personal care



Companionship



Meal times



Getting around



Care plans



Supporting people who display behaviours of concern



Leading a team – our Senior Health Care Assistants work alongside Registered Nurses to oversee a team of Health Care Assistants and ensure they deliver the highest standards of care for our service users.

You'll implement a positive workplace culture and support the Registered Nurse in the smooth running of the unit.

This is a senior role which requires you to prioritise and delegate the workload of the team, and provide education and advice to colleagues, learners and service users on your unit.



Social activities – our approach to care involves supporting people with all aspects of their lives, including their social lives.

Our Senior Health Care Assistants support people to take part in activities that are meaningful to them, as well as group activities and parties in the home.

This could include bowling, cooking, gardening, shopping, singing, socialising and walking.



Personal care – many of the people who live in our homes need support with their personal care.

Our Senior Health Care Assistants ensure that people look their best. This might include help with getting in and out bed, getting washed or having a bath or shower, getting dressed, doing their hair, and, when required, going to the toilet.



Companionship – moving into a care home can be a big change and challenge for some people, especially younger adults.

Our Senior Health Care Assistants provide companionship and treat everyone with dignity, compassion and patience at all times.



Meal times – having a nutritious and balanced diet is an important part of staying well and healthy.

Our Senior Health Care Assistants support people to maintain good nutrition throughout the day, which may involve serving meals and snacks, providing regular drinks and supporting people at meal times. From time-to-time you may enjoy a meal out with our service users.

Some of our service users have dietary requirements such as a soft diet, or require assistance with eating, for example through a PEG feed. No matter what someone's dietary requirements, you'll ensure that meal times are enjoyable and dignified.



Getting around – depending on where you work, some of our service users may need assistance with their mobility through the use of equipment and aids.

Our Senior Health Care Assistants maximise independence by supporting people with their mobility, such as by using a hoist.

You'll support the Registered Nurses to ensure that all equipment is maintained and any faults are reported immediately.



Care plans – when someone moves into one of our homes, we work with them and their loved ones to develop a care plan that's based on their personal needs and goals.

Our Senior Health Care Assistants are always aware of people's goals, preferences and choices as outlined in their care plan, and play an important role in keeping them up-to-date.



Supporting people who display behaviours of concern – some of the people we support display behaviours of concern.

We take a positive behaviour support (PBS) approach to supporting people who display behaviours of concern. We work with them to understand the reasons for the behaviour and implement strategies to reduce it.

As part of your induction you'll do our EPBS training that's been certificated by Bild ACT. This ensures that you have the right skills and knowledge to deliver this type of care. At all times, you'll be supported by a team of Registered Nurses in the home as well as Exemplar Health Care's Behaviour Support Specialists.

This job description may be subject to review. You may be required to undertake other appropriate duties as reasonably required.

What we look for in our Senior Health Care Assistants

Our values

First and foremost, our Senior Health Care Assistants live and breathe our values of fun, integrity, responsive, success and teamwork.

Our first value is fun, and no matter what role you're in, we expect you to make life fun for our service users and colleagues. Check out our [Facebook page](#) for all of the fun activities that we get up to!

You can read more about our values and what they mean on our website:

www.exemplarhc.com/careers/our-values.

If your values match ours, then we're off to a great start.



About you

Here are some of the other characteristics that we look for in our Senior Health Care Assistants.

As a Senior Health Care Assistant you'll:

- show a **commitment to caring** for others and ensuring that our care is the best it can be
- understand what **person-centred care** means and how to treat people with compassion, dignity and respect
- be an **excellent team player**, able to support and motivate your colleagues
- be able to **communicate** with a range of people, including those who may have communication challenges or use equipment to aid communication
- have excellent **written communication skills** and feel confident filling in care plans and other important documents
- follow **policies, processes and regulations** including policies about health and safety, infection prevention and control, safeguarding and uniform (training will be provided)
- understand what **'safeguarding'** is and your role in supporting people to keep safe.

Working in a care home can sometimes be a challenging environment, so the ability to **think on your feet** and **remain focused and calm** in difficult situations is also important in this role.

Qualifications and training

To apply for this role, you must have a level 3 qualification in health and social care and Maths and English GCSE at grade C or above, or a relevant functional skills qualification.

When you start, you'll do a four day welcome induction which covers mandatory and statutory training including infection prevention and control, moving and handling, person-centred care and safeguarding.

The welcome induction also includes Exemplar Positive Behaviour Support training with our Behaviour Support Team.

After that, you'll do a role specific induction in your home with the support of a buddy. This induction covers all of your responsibilities in detail.

Throughout your employment, you'll have regular supervisions and Performance Development Reviews (PDRs) with your Manager. During your PDR, you'll review your progress, celebrate your achievements, address any issues and identify your career aspirations.

There are lots of opportunities to continue your learning and progress in your career if you wish.

We ask that you:

- attend and complete your induction
- attend all planned training that Exemplar Health Care offers, including eLearning and face-to-face training
- continue to learn on-the-job, especially during your first few months with us
- attend your supervisions and Performance Development Reviews (PDRs) when invited by your Manager
- show a commitment to learning and keeping your skills and knowledge up-to-date.

Your career journey with Exemplar Health Care

Our career journey shows you all of the career development and progression opportunities available at Exemplar Health Care, including roles in our care homes and Central Services.

[Visit our career journey here.](#)

Person specification – Senior Health Care Assistant

| Qualifications | Essential | Desirable | How assessed |
|--|-----------|-----------|---------------------------|
| Level 3 qualification in health and social care | Y | | Application, certificates |
| Maths and English GCSE at grade C or above, or level 2 functional skills qualification | Y | | Application, certificates |
| Experience | Essential | Desirable | How assessed |
| Care experience in a similar working environment or as a carer | Y | | Application, interview |
| Supervisory experience in health and social care | | Y | Application, interview |
| Coaching and mentoring others | Y | | Application, interview |
| Skills and knowledge | Essential | Desirable | How assessed |
| Works under own initiative, but knows when to escalate | Y | | Application, interview |
| Great team player | Y | | Application, interview |
| Excellent verbal and written communication skills | Y | | Application, interview |
| Able to build trust and rapport with people | Y | | Application, interview |
| Able to plan, allocate and delegate workloads | Y | | Application, interview |
| Able to deal with conflict | Y | | Application, interview |
| Adaptable to change | Y | | Application, interview |
| Excellent observational skills | Y | | Application, interview |
| Demonstrates continuous improvement | Y | | Application, interview |
| Time management and organisational skills | Y | | Application, interview |
| Basic first aid | Y | | Application, interview |
| Understanding of regulatory requirements for quality and safety | | Y | Application, interview |

| Values and behaviours | Essential | Desirable | How assessed |
|--|-----------|-----------|------------------------|
| Demonstrates the Exemplar Health Care values | Y | | Application, interview |
| Flexible | Y | | Interview |
| Self-motivated with a can-do attitude | Y | | Interview |
| Willing to learn and develop | Y | | Application, interview |
| Approachable | Y | | Interview |

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work Act 1974, to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of our service users to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children and adults policies, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:



- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisation's as instructed.

You'll learn more about data protection as relevant to your role, during your induction.

every day better



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