

Health Care Assistant

Job description and person specification

Your role

As a Health Care Assistant, you'll provide person-centred care to help the people we support maximise their independence and lead fulfilling lives.

This is an extremely rewarding role where you'll play a huge part in making *every day better* for adults living with complex needs.

The people we support are individuals – and we embrace that – so every day will be different. That said, there are key things you'll be responsible for on a regular basis.

**Your role is likely
to include:**



Helping with social activities

At Exemplar Health Care, helping people lead enjoyable social lives is a crucial part of their overall care.

As a Health Care Assistant, you'll support them to take part in meaningful activities to improve their health and wellbeing, both one-to-one and in a group.

This could include cooking, gardening, shopping, bowling, singing and walking – anything they might like to do.

Delivering personal care

Many of the people who live in our homes need support with their personal care. As a Health Care Assistant, you'll make sure they look and feel their best.

That might include helping them with getting in and out of bed, washing, having a bath or shower, dressing, doing their hair, and, when required, going to the toilet.

Providing companionship

Moving into a care home can be a big change and challenge, especially for younger adults.

You'll provide highly valued friendship, always treating people with dignity, patience and compassion.

Assisting with mealtimes

We all need a nutritious and balanced diet to stay healthy.

You'll support people to eat and drink well throughout the day. That might involve serving drinks, meals and snacks, and helping them at mealtimes.

From time to time, you'll enjoy a meal outside of the home with the people we support.

Some of the people we support have dietary requirements, such as a soft diet. Some require help eating, for example through a PEG feed. No matter their needs, you'll make sure mealtimes are enjoyable and dignified.

Getting people moving

In some of our homes, people use equipment and aids, such as hoists, to support their mobility.

You'll maximise their independence and be there to help them when they need it.

Writing 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.

You'll be aware of what these preferences are so you can play an important role in making sure they're up-to-date.

Working as a team

Everybody at Exemplar Health Care works together to make sure we meet people's holistic needs.

Our Health Care Assistants are essential to the wider team, working closely under the guidance of a Nurse in Charge to provide the highest standards of care.

You'll give support, advice and guidance to your colleagues. You'll also communicate with relevant professionals inside and outside the home.

Supporting people who display behaviours of concern

We take a positive behaviour support approach towards individuals who display behaviours of concern.

We work with them to understand the reasons for the behaviours and put strategies in place to reduce them.

As part of your induction, you'll do our Exemplar Positive Behaviour Support (EPBS) training, which has been certificated by Bild ACT.

This ensures you have the right skills and knowledge to deliver this type of intervention.

There'll be a team of Registered Nurses in the home to guide you, as well as Exemplar Health Care's Behaviour Support Practitioners.

General

You'll also be responsible for:

- maintaining the high profile and positive reputation of the home within the community
- making positive contributions to all quality and best practice measures/processes
- demonstrating a positive and proactive attitude toward developing new digital knowledge and skills, embracing innovative technologies
- ensuring that people's and the home's property is safe at all times, reporting any lost property
- building great relationships with families, friends and visitors, sharing compliments and escalating concerns when required
- reporting all compliments, feedback and complaints
- reporting any defects, damage, theft, breakages and hazards that could cause harm
- complying with company policies and procedures
- undertaking appropriate learning and development to ensure compliance
- sharing and modelling the company values and expected behaviours
- acting in accordance with workplace legislation and requirements including health and safety, data protection and equality and diversity
- participating in the supervision process
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing stress and anxiety to ensure safe, compassionate, and consistent care delivery

- participating in all employee engagement activities including team meetings as required and the annual colleague survey.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great Health Care Assistant.

You'll be the kind of person who:

- commits to caring for others, making sure we provide the best possible care
- knows what person-centred care means, and how to treat people with compassion, dignity and respect
- is an excellent team player – supporting, mentoring and motivating your colleagues
- can communicate with a range of people, including those who may have communication challenges and/or use communication aids

- has excellent written communication skills and feels confident completing care plans and other important documents
- follows policies, processes and regulations around uniform, infection prevention and control, health and safety, and safeguarding (training will be provided)
- understands what safeguarding is and how you support people to keep safe
- recognises care homes can be challenging environments
- thinks on their feet and remains focused and calm in difficult situations.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Health Care Assistant, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

It's great if you have a relevant diploma or NVQ. But you don't need to have a qualification or have taken specific training to be a Health Care Assistant with Exemplar Health Care.

From the moment you join us, you'll be given the right support and you'll continue to learn on the job during your career with us.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control. Our Behaviour Support Team will also provide Exemplar Positive Behaviour Support training.

After that, you'll do a role-specific induction in your home, with the support of a buddy.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Health Care Assistants empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

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

Person specification

– Health Care Assistant

	Essential	Desirable	How assessed
Qualifications			
Good general education		Y	Certificates
Commitment to learning	Y		Certificates, interview
NVQ or equivalent in health and social care		Y	Certificates
Personal qualities and behaviours			
Demonstrates the Exemplar Health Care values	Y		Application, interview
Flexible	Y		Interview
Motivated with a can-do attitude	Y		Interview
Willing to learn and develop	Y		Application, interview
Sensitive and compassionate	Y		Interview
Approachable	Y		Interview
Your skills			
Works on own initiative	Y		Application, interview

	Essential	Desirable	How assessed
Great team player	Y		Application, interview
Good writing skills	Y		Application, interview
Adaptable to change	Y		Interview
Excellent observational skills	Y		Interview
Able to build trust and rapport with people	Y		Interview
Non-judgemental	Y		Interview
Demonstrates continuous improvement		Y	Application, interview
Time management and organisational skills	Y		Interview
Job specific skills and knowledge			
Care experience either in a similar working environment or as a carer		Y	Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc. 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 the people we support 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, the Mental Capacity Act 2005 and the 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 policy and abuse and safeguarding policy, 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 organisations as instructed.

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