

Senior Health Care Assistant

Job description and person specification

Your role

As a Senior 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:**



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 the people we support.

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 people 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.

Mealtimes

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 mealtimes. From time-to-time you may enjoy a meal out with the people we support.

Some of the people in our homes 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 mealtimes are enjoyable and dignified.

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 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 Senior 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 make sure people are treated 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 Senior 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

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.

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 Senior 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

– Senior Health Care Assistant

	Essential	Desirable	How assessed
Qualifications			
Level 3 qualification in health and social care	Y		Certificates
Maths and English GCSE at grade C or above, or level 2 functional skills qualification	Y		Certificates, interview
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
Excellent verbal and written communication skills	Y		Application, interview
Adaptable to change	Y		Interview
Excellent observational skills	Y		Interview
Able to plan, allocate and delegate workloads			
Able to build trust and rapport with people	Y		Interview
Able to deal with conflict	Y		Interview
Excellent observational skills	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
Supervisory experience in health and social care		Y	Application, interview
Coaching and mentoring others	Y		Application, interview

	Essential	Desirable	How assessed
Understanding of regulatory requirements for quality and safety		Y	
Basic first aid	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.