

Job Title: Care Assistant

Grade: Band B

Reports to: Local Business Manager

Role Responsibilities: No line management or budget responsibilities

The Role

Our vision is to transform lives, empowering independence through care excellence for all. The role supports vulnerable adults living in the community to achieve their desired outcomes, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community.

Our customers include older people, as well as adults with long term health conditions, complex needs, sensory impairments, learning disabilities or mental health conditions.

Whilst you will predominately be based in one of our services, you will be expected to work flexibly to cover all services within the company (see Appendix 1.0).

The service is operational between 7am – 11pm.

Job purpose

To support vulnerable adults living in the community to achieve their desired outcomes, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community.

It is essential for this role to work in an enabling way, coaching, demonstrating, promoting and encouraging independence.

An expectation of the role is that you will work across all services, carried out in a combination of settings, including customer's homes, the local community and ECL's Regional Hub.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Provide practical, physical, emotional, and social support and coaching to customers to achieve their desired outcomes. Where required, this includes supporting customers with personal care tasks, such as eating, toileting and bathing, whilst ensuring dignity and respect are maintained at all times for customers who use our services.
- Work flexibly and creatively with customers, within the scope of their support plan, to help them build and sustain their community support network and access community resources to optimise their independence and help reduce long term funded support requirements (i.e. support Good Lives approach)
- To promote and adhere to the work place values of Essex Cares (See below)
- To ensure that customers have choice and control over the service/s they receive and the outcomes they wish to achieve.
- To show commitment to the mental and physical wellbeing of our customers by supporting them within a variety of settings, including:
 - The customer's home and their local community;
 - Essex Cares' Hub and Spoke buildings; and
 - Training and voluntary employment settings, including catering, hospitality, printing, packaging, administration.
- Identifying appropriate equipment to support independent living. Ensuring that all support and services are provided to customers and are delivered using enabling techniques that enable customers to learn (or re-learn) and maintain skills.
- Developing and maintaining good communication with customers, families and carers, including where required, providing support to families and carers to help achieve and maintain the customer's desired outcomes.
- To have a clear understanding of professional boundaries and safe working practices and to demonstrate these in the performance of the role.
- To record customer progress against their desired individual outcomes and provide pro-active feedback to Trusted Assessors, so that customer reviews and service changes can be actioned in a timely and appropriate manner. This includes regularly maintaining and updating records and recording achievements in a clear, timely and appropriate manner in line with company policies.
- Developing and maintaining strong relationship and communication links with colleagues and other professionals, e.g. GPs, District Nurses, Community Psychiatric Nurses, Social Workers, Transport Providers, Schools, Colleges, as well as Voluntary and Third Sector organisations in order to support and care for our customers.
- To alert management immediately to any incident or development that could have a significant impact on the customer or group of customers. This includes safeguarding the wellbeing and welfare of customers being supported.
- To work responsibly within ECL's policies, procedures and guidelines including Health and Safety and to maintain confidentiality at all times. This includes

undertaking all mandatory training and attending staff meetings and events that are deemed relevant to the role and contribute to your continuing personal development as well as responding to the needs of the customers.

- To meet outcome based performance targets determined by the business and to contribute to the identification and implementation of new and improved ways of delivering services to customers.
- To support other services and geographic regions, as and when required.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

- A caring and supportive individual who is passionate about providing a high level care and support to vulnerable people.
- The ability to support people retain their dignity and respect their privacy when delivering personal care to them.
- Good listening and communication skills, both written and verbal are essential, with experience in building positive working relationships with colleagues and customers.
- Excellent organisation skills.
- Previous experience in a similar environment supporting vulnerable people is required.
- Can demonstrate an awareness of the needs of vulnerable people and the challenges they commonly face.
- A team player but also able to work on own initiative and within professional boundaries.
- Can demonstrate a willingness to work flexibly within a changing work environment.
- Hold a full valid driving license.
- Honest and open and not afraid to admit when you have made a mistake.

Education and qualification

- QCF units in health and social care or equivalent (such as NVQ) is desirable but not essential
- A commitment to undertake further training and development as required.
- Good standard or written and verbal English
- Basic understanding of computers

Values and Behaviours

- Ability to demonstrate, understand and apply our values (see below) and be able to evidence these attitudes and behaviours as part of the application process.

Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right