

Job Title: Care Assistant

Grade: Grade 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.

The service is operational between 7am – 11pm, 7 days per week including bank holidays

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 the area you are assigned to however at times you may be required to cover other areas within West Sussex. Working across a combination of settings, including customer's homes, the local community

Key Accountabilities

- Work flexibly and collaboratively with colleagues and teams within your region, this could mean working with Resource Planners, Local Business Managers and other office staff to ensure the safety and smooth running of the service to our customers.
- Following the care plan and risk assessments for each individual customers as assessed by either the Trusted Assessor or Occupational Therapist in line with person-centred care.
- Having the confidence to raise any concerns around safeguarding, poor and/or unsafe practice when undertaking your duties, and know you will be supported appropriately to do so

Duties and Responsibilities

- Provide practical, physical, emotional, and social support and coaching to customers in line with their support plan. 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 re build and sustain their independence.
- To live the ECL values (Caring, Excellence, Integrity, Teamwork) in everything that you do when working with customers and colleagues.
- To ensure that customers voice in at the heart of all decisions around the services that they receive including their desired goals, which supports person-centred care.
- Developing and maintaining good communication with customers, their families, carers and other colleagues.
- To have a clear understanding of professional boundaries and safe working practices.
- To record customer progress against their desired goals and provide pro-active feedback to Trusted Assessors, ensuring customer reviews and service changes can be actioned in a timely and appropriate manner. This includes regularly maintaining and providing accurate feedback on the customers progress, updating records and recording achievements in a clear, timely and appropriate manner in line with company policies.
- Developing and maintaining a positive working relationship and communication links with professionals such as GPs, District Nurses, Community Psychiatric Nurses, Social Workers, Colleges, as well as Voluntary and Third Sector organisations 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.
- 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.

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 their line manager.

Person Specification

Key Skills and Competence

- A caring and supportive individual who has previous experience of providing care/support either within a professional or personal setting.
- A person 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.
- Strong listening and communication skills, along with the ability to accurately update support plans using clear and precise written English and competent using care applications (apps) on mobile devices
- Excellent organisation skills.
- 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

- Regulated Qualified Framework (RQF) in health and social care or equivalent (such as NVQ/BTEC) is desirable but not essential
- To show a commitment to complete the care certificate which is fully funded by ECL and any further training and development as required.
- Good standard or written and verbal English
- Basic understanding of Microsoft applications such as Word, Outlook and Teams

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right