

## **Statement of Particulars**

---

**Job Title** Bank (Flexi) Care Assistant/Support Worker

**Responsible to** Scheme Manager

### **Key Accountability**

- To assist in meeting all of the personal and practical care and support needs of residents/tenants.
- To participate in the day-to-day activities of the Scheme to meet the needs of those who live there.
- To help promote resident/tenant participation in the life of the Scheme.
- To deliver care and support services which promote the welfare and wellbeing of residents/tenants and safeguard them from harm.

### **Main Tasks**

1. To be aware of the “package” of care and/or support which is tailored to meet the individual resident’s/tenant’s needs, both physically and mentally, and respond accordingly, always affording dignity, respect and choice to the individual.
2. To give residents/tenants the opportunity to participate in all activities of daily living to promote their independence, self esteem and sense of fulfilment
3. To assist those residents/tenants who require help with dressing, undressing, bathing, toileting including assisting those who may be incontinent of urine and or faeces.
4. To help residents/tenants with mobility difficulties, or other physical disabilities and help in the use and care of aids and other personal equipment.
5. To provide support and care for residents/tenants who are terminally ill and provide end of life care to those who are suffering from long term illness,
6. To ensure that the resident/tenants accommodation is always clean, tidy and provides a safe environment in which to live. This will include laundry and the management of soiled laundry, ensuring this is transported safely to the laundry.
7. To inspect, launder and mend if appropriate residents/tenants clothing .
8. To support residents/tenants to ensure that their daily dietary needs are met. This may include assisting to set dining places, serving or support with the preparation of meals, drinks and snacks and help any residents/tenants who may require extra assistance at mealtimes or throughout the day.
9. Provide a high level of customer service at all times. This includes welcoming visitors to the scheme, answering the telephone and responding to emergency calls in a professional manner.
10. To discuss with, and encourage residents/tenants to take part in activities and to assist in facilitating activities to meet the physical and cognitive needs of

residents/tenants. This may include participating in activities and organising trips etc both inhouse and within the local community.

11. To read and complete daily reports, take part in staff and residents'/tenants' meetings and attend training activities, as required by the Scheme Manager.
12. To undertake other duties as designated by the Scheme Manager which are consistent with the posts' role and grade.
13. To maintain a safe working environment and report maintenance problems immediately and to ensure that personal behaviour and action does not endanger or pose a risk to people or property.
14. To be aware and work in accordance with Fold's policies and procedures.
15. To be responsible for carrying out specific tasks in accordance with Fold's Health & Safety at Work policies.
16. To act in accordance with Fold's Dignity at work policy.

All Fold employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of Fold's activities and following consultation with the Job Holder.

Fold operates a 'No Smoking' Policy which includes the use of e-cigarettes.

## Care Assistant/Support Worker Bank (Flexi) - Person Specification

<b>ESSENTIAL CRITERIA (demonstrate on application form)</b>	
1	Minimum of 6 months experience (within the last 5 years) of providing care/support in a paid or voluntary capacity.
2	Knowledge and understanding of the care and support needs of adults.
<b>DESIRABLE CRITERIA (demonstrate on application form)</b>	
3	12 months experience (within the last 5 years) of providing care/support for older people in a paid or voluntary capacity.
4	Knowledge and understanding of care planning.
5	Experience of working in a formal care setting.
6	QCF/NVQ Level 2 in Care.
<b>SPECIALIST KNOWLEDGE (tested at interview)</b>	<b>CORE COMPETENCIES - Level 1 (a selection will be tested at interview)</b>
Experience of personal care tasks	Change and continuous improvement
Knowledge of the care and support needs of older people	Working with others
Knowledge of dementia and or learning disability	Customer focus
	Managing performance
	Communication
	Valuing equality and diversity
	Developing self and others

**Please note:**

- Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.
- Successful candidates will be required to register with NISCC within 2 weeks of receipt of employment offer (if not already registered).
- Fold has carried out a risk assessment into the duties performed by a Care Assistant/Support Worker and as such deems this post to be unsuitable for persons under the age of 18.
- Successful applicants will be required to complete an Enhanced Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- Fold reserves the right to shortlist on the desirable criteria if necessary.