

## HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

<b>JOB TITLE:</b>	Care Assistant
<b>DEPARTMENT:</b>	Care and Supported Housing
<b>RESPONSIBLE TO:</b>	Registered Manager / Operations Manager / Assistant Supported Housing Manager / Scheme Manager or other delegated senior staff

### **JOB CONTEXT**

#### **About Us**

Hightown is a charitable housing association (operating in Hertfordshire, Bedfordshire, Buckinghamshire and Berkshire) aiming to help people who need support and care or who cannot afford to buy or rent a home at market values. We do this by building hundreds of much needed new homes and providing care and supported housing services for a wide range of people.

We currently manage almost 6,000 homes - mostly in the Dacorum, St Albans, Watford, Aylesbury Vale, North Herts and Hertsmere districts and employ over 900 staff (mainly in our care and supported housing schemes).

#### **Hightown Support**

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness and women who have survived Domestic Violence. You need to be able to commit to work to a rota that provides 24-hour cover.

Our aim is to help develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

### **OVERVIEW**

Care assistants work as part of a team, providing people with a service that meets their individual needs, including personal care where necessary. You are expected to undertake an active role in enabling and supporting each individual to achieve and develop their own goals and to maximise their independence to the best of their potential. You will work in a manner that promotes respect, individuality, choice and people's rights. You will support and enable people to be actively involved in the running of their own homes.

### **KEY RESPONSIBILITIES**

#### **People in the service**

- To promote high values for people in daily practice, ie, choice, privacy, individuality and dignity.

- To provide personal care in a sensitive manner to all service users living in the home. This may include assisting service users to get up and go to bed, total body washing in line with procedures, assisting service users to use the toilet, dressing and feeding.
- To support and enable people to make decisions about their own lives by working within the guidelines of the Association's person-centred approach.
- To enable people to receive appropriate healthcare and advice when necessary.
- To create opportunities and enable people to develop and widen their social, educational and leisure networks.
- To assist and support people with all areas necessary for them to live independently, ie, laundry, cleaning, cooking and shopping.
- To support people to welcome visitors, either family/friends, in a positive manner.
- To administer medication as needed, following policy guidelines.
- To be able to follow agreed support plans with the individual, to write support plans in conjunction with senior staff and to be proactive about sharing information with senior staff to enable support plans to be updated so they meet service users' needs.
- To provide the main link between the service user and more senior staff, highlighting any changes in wishes or needs which will involve amendments to support plans or risk assessments.
- To be able to communicate effectively, using different methods of communication according to people's needs.
- To respect confidentiality and follow policy guidelines.

### **Team**

- To work as part of a team.
- To participate in team meetings and handovers, bringing forward ideas and contributing to relevant decisions.
- To attend training courses and complete qualifications as required.
- To complete the Diploma in Health and Social Care following completion of your probationary period.

### **Operational**

- To follow and implement the Association's and home's policies and procedures.
- To carry out all administration requested in relation to the role and daily requirements. This will include some computer work.
- To carry out tasks that ensure the smooth day-to-day operation of the home.
- To liaise with other professionals as required to pass on information on service users' changing needs.
- To work within the framework laid down by the CQC.
- To familiarise yourself and to comply all times with the duties and responsibilities outlined in the Association's Health and Safety Policy.

### **General**

- To participate in regular supervision and annual appraisals.
- To work unsociable hours including evenings, weekends, nights and bank holidays to ensure adequate staff cover is maintained at all times.
- To work 'sleep-in' or waking night shifts when required as part of the shift pattern.
- Other duties as may be required to help with the smooth running of the home and to meet the needs of the residents.

### **Additional duties**

- Any other reasonable duties consistent with the responsibilities of the post, as requested by line manager.
- The post holder is employed by the service and may be asked to work out of any of the staff bases operated by the team.
- To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.
- Hightown operates a non-smoking policy. It is not permitted to smoke in any property belonging to service users or the Association. Service users' co-operation can be sought to encourage them not to smoke while you are in their homes.
- A satisfactory enhanced DBS disclosure is required for this post.

## Person Specification

	Essential	Desirable
<b>Experience</b>		
Previous experience of working with vulnerable adults		✓
<b>Ability to:</b>		
Respect confidentiality	✓	
Provide personal care		✓
Understand and adhere to professional boundaries	✓	
<b>Personal characteristics</b>		
Caring and respectful attitude	✓	
Responsible and reliable	✓	
Flexible approach	✓	
<b>Knowledge and understanding</b>		
Knowledge of support plans and risk assessments		✓
A good standard of written and oral English	✓	
<b>Other requirements</b>		
Ability to work to a rota to provide 24-hour cover	✓	
18 years old (at least 21 years if to be left in charge)	✓	
Car driver/owner with business insurance (project-specific)		✓

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.