

# Job title: Senior Care Asst

Line manager: Centre Manager

Grade (if applicable):

Direct reports: Care Support Workers, Zero hours Care Support Worker



**Role purpose:** As a Senior Care Assistant, you will deliver high quality and effective services, which promote the independence, wellbeing and inclusion of customers whilst complying with Peabody's policies and procedures and the principles of best practice. As well as managing your own caseload you will manage and support your team of Care Support Workers and you will help support our customers to be independent, helping them to reach their goals, to flourish and thrive. This role is full of opportunities, and you will have a meaningful impact on your team and our customers lives from day one.

## Key results:

- Manage a team of care support workers to deliver a safe and engaging day care service by carrying out regular supervisions, team meetings, training, and staff development to meet the requirements of their role.
- With the Centre Manager to attend meetings with external agencies as required.
- Work closely with various agencies and the other Senior Care Assistant, prioritise referrals, and complete full assessments of the support need of potential customers.
- Ensure the care support workers carry out care plans and risk assessments
- Ensure you and the care support workers carry out needs and risk assessments, develop flexible personalised support plans, and reviews for all our customers in accordance with our policies, procedures as well as our stakeholders' requirements.
- Liaise promptly with colleagues, the Centre Manager and partner agencies and other stakeholders regarding safeguarding, welfare, and other risk concerns in accordance with Peabody's policy.
- Ensure that customer needs are met by liaising with other organisations providing access to community-based services and resources.
- Provide physical, emotional and social support to clients ensuring individual care needs are met, including personal care
- To take an active role in customer involvement and promoting regular activities.
- Attend quarterly monitoring reviews as required and ensure outcomes are monitored and recorded.
- As determined by the Centre Manager, carry out some or all of the following tasks:-
  - deputise for the Centre Manager in their absence.
  - participate in regular transport duties

Ensure you and your team always maintain safe practice in accordance with Peabody's lone working policy and procedure.

Provide a service across a 7.5-hour shift pattern between 8.30am – 7pm, including weekends and bank holidays as required.

Devise staff rotas always ensuring adequate staffing cover within the service, including cover for annual leave, sickness, and training.

N.B. the above list is not exhaustive, and you will undertake tasks and duties that are appropriate to the role and in line with the needs and wishes of your manager.

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## Success metrics:

- Responding to all stakeholders within the agreed timescales and comply with SLAs.
- Positive feedback from customers.
- Understanding and adhering to all relevant policies and procedures
- Externally represent and promote Peabody by being professional and positive
- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Play your part in maintaining a safe and regulatory compliant service.
- You demonstrate a strong commitment to the principles of equality, diversity, and inclusion to benefit the organisation, and driving a customer centred approach.
- You work professionally and collaboratively with other departments and stakeholders that you deal with during the course of your work
- You are supportive of colleagues and promote excellent teamwork.
- You appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.

## About you:

### You will be:

- Committed to providing excellent customer service – whether you are in direct contact with customers or dealing with internal and external colleagues, as we expect you to always meet the very highest standards and to build trusted relationships.
- A confident role model and manager, ensuring you reflect the values of the organisation.
- Committed to know what it takes to manage and motivate your team ensuring they have the right tools to do the job.
- Approachable and resilient to be able to cope with a busy and challenging job role.
- Able to work flexibly to meet customer needs and service requirements, including working weekends and Bank Holidays where the service requires it.
- Effective at report writing and have comprehensive IT skills and can confidently use Microsoft Office including Outlook, Word, Excel, SharePoint and data entry systems as well as the ability to maintain electronic records, with attention to detail.

### You will have:

- Experience of providing support to vulnerable adults in a professional role with mental health and/or complex needs.
- The ability to communicate respectfully with and about people.
- The skills to think and act creatively always having the best interests of the customer in our services.
- The ability to challenge institutional behaviours and environments that may exclude or oppress people.
- Knowledge of Safeguarding vulnerable adults, Equality, Diversity and Inclusion and the ability to be able to challenge discrimination and stigma.
- Knowledge of Health and Safety in a care environment.
- Supervisory experience in a health and Social Care setting
- Excellent time management skills and the ability to meet deadlines and achieve goals.

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- Return a DBS (Disclosure and Barring Service) check result that Peabody is happy with.
- An NVQ level 3 or 4 in Health and Social Care or equivalent
- A willingness to undertake a level 4 qualification if required