Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Care Assistant
Job Evaluation ID:	0728SS
Grade:	5
Directorate:	Education and Social Services
Division:	Adult Services
Section:	Provider Services
Location:	Various – County Borough wide
Responsible to:	Team Manager

JOB PURPOSE

To provide care to older people within a Registered Care Home to a range of individuals with a wide variety of needs. This includes older people with a dementia, within an environment that enables, supports and maintains a homely atmosphere.

KEY RESULT AREAS

- Person Centred Care.
- Health and Safety / Security of the Building.
- Medication.
- Personal Development.
- Domestic Procedures.
- Key worker system.
- Working in line with:
  Caerphilly County Borough Council (CCBC) policies and procedures.
  Social Care Wales (SCW).
  Care Inspectorate Wales (CIW).

DETAILED TASK PROFILE

Person Centred Care

- Ensure residents receive a quality service and their assessed care needs are met – respecting individuality, dignity, privacy etc.
- Work in partnership with families, care managers and key agencies including other health professionals as required ensuring a quality service for service users.
- Empower residents to make informed choices and establish their rights, in line with needs assessment, care plan and service plan process.
- Ensure the principles of a ‘meaningful day’ are implemented and sustained whereby residents are supported to participate in activities which enable direction and purpose to

their daily lives, whilst ensuring meaningful activities are offered that meet individuals physical, sensory, cognitive, emotional and social needs and capabilities, based on an individual's Life History Profile.
- Promote caring and understanding relationships.
- Ensure all emotional needs as well as the physical needs of residents are met.
- Support residents with their personal care according to individualised needs which may include dressing, changing clothing, bathing, washing, shaving.
- Prepare, provide and serve meals and drinks for residents in line with their dietary requirements.
- Support individual residents to eat and drink when required.
- Participate and encourage residents to be involved in community activities.
- Complete, maintain and update appropriate written records which will include daily records, service plans, risk assessments and required monitoring systems in accordance with policies and procedures.
- Support and/or accompany residents to pre-planned appointments and emergency admissions.
- Support residents with finances adhering to CCBC financial guidelines.
- Actively participate in the key worker system which includes service planning, monitoring and reviews.
- Build relationships with residents, carers and families.
- Welcome all visitors to the home in a professional manner.

Health and Safety / Security of the Building
- Take responsibility for ensuring residents rooms are clean, neat and free from hazards.
- Accept responsibility in respect of all current legislation ie Health and Safety at Work Act 1974.
- Maintain appropriate records in accordance with policies and procedures of Caerphilly County Borough Council.
- All care should be provided in a safe working environment in line with legislation and training which include Moving and Handling, First Aid, Fire Safety, Infection and Prevention Control, COSHH, Medication and Food and Hygiene.
- Use all equipment provided to assist with duties as appropriate ensuring training or instruction is achieved as required.
- Appropriately respond to emergency situations.
- In line with CCBC protocols and procedures, ensure the premises is made safe in line with the security of the building.
- You may be required to sleep in on a rota basis in a residential establishment.

Medication
- Ensure residents are given and take prescribed medication in accordance with the medication policy.
- Attend relevant training and update when necessary.
- Maintain records and paperwork in line with medication policy.

Personal Development
- Attend directorate training events as and when required.
- Work towards gaining a relevant Health and Social Care qualification and or other relevant qualification.
- Attend and contribute to staff meetings, supervision and appraisal in line with CCBC policies.

Domestic Procedures
- Operation of cleaning equipment.
- Operation of laundry equipment.

- Clean designated areas in line with the establishment cleaning rota.
- Make beds and also change bedding where necessary.
- Sluice soiled linen and clothing as required.
- Manage clinical waste in line with Infection Prevention and Control procedures.

KEY WORKING RELATIONSHIPS

Liaise with GPs, District Nurses, Psychiatric nurses, dentist, optician, chiropodist, pharmacist.

Working with the management team across Residential Services.

Represent CCBC when liaising with Care Inspectorate Wales, Cllr Rota visits and Social Care Wales.

Liaise with families and carers.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises, and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Responsible for safe keeping of all equipment relevant to the Care Assistant's role.

Data Systems

Ensure all residents records are maintained and stored in accordance with CCBC policies.

Undertake duties to enable and support the management of the Care Home in full compliance with Regulation and Inspection of Social Care (Wales) Act 2016

WORKING ENVIRONMENT

There are certain physical elements attached to the Care and Domestic duties detailed, this includes manual handling and the use of domestic equipment.

The care role involves providing/assisting with individual personal care needs of residents which includes helping people to go to the toilet and with taking a bath or shower.

Emotional and physical challenges related to the role, including assisting people to manage their emotions when they are feeling distressed.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	Enhanced
Barred List Check:	Adults
Baseline Pre Employment Medical Assessment:	Yes
Registration:	Social Care Wales as an Adult Care Home Worker

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Requirement to achieve a Level 2 or 3 qualification in Health and Social Care within an agreed timescale.	
KNOWLEDGE	Knowledge of person centred care. Knowledge of principle that underpin quality care, e.g. dignity, choice, etc. Knowledge of Health and Safety requirements.	Knowledge and understanding of the physical, social and psychological needs of older people. Knowledge of Care Inspectorate Wales, Social Care Wales.
SKILLS	Able to communicate effectively, verbally and in writing. Shows empathy, and is courteous, responsive and sensitive to the needs of individuals. Time management and organising self. Able to work in partnership with residents, carers and families. Take an active part in team working. Able to multi task.	Experience of using Moving and Handling equipment and domestic equipment. Welsh language skills.
EXPERIENCE	Experience of working as part of a team.	
OTHER	Able and willing to work flexibly including weekends, bank holidays and sleep in duties. Commitment to progress, attending directorate training events. Commitment to achieving high standards. Maintain confidentiality at all times.	

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	03/10/2022