McCarthy & Stone
Welcome Home.

Job Description

Care and Support Assistant

Department/Function	Reports To	Work Location
Your McCarthy Stone	Registered Estate Manager	Development

Purpose:

As a Care & Support Assistant you will provide the highest quality of individual care to our residents enabling them to live later life well. You will deliver housekeeping and domestic support across the general estate, including apartment cleans.

Duties will be varied and include supporting and encouraging our residents to take part in a wide range of activities that support their health and wellbeing. You will help them to book appointments, arrange transport and where necessary, escort them on visits and assist with their shopping. Every day will be diverse, and you'll have the opportunity to use your people skills to make a real difference.

Key tasks:

Supporting Individual Homeowners:

Providing domestic assistance to homeowners in their apartments and offering additional domestic support services as required, which may include the following:

- Undertake light household cleaning
- Removal of rubbish and tidying up
- Collect food shopping / posts letters, arranges for deliveries / assists with internet shopping
- Undertake washing and ironing and change bedding
- Manage heating systems
- Help with pets [not dog walking]

- Support homeowners with their personal care and hygiene, such as washing, dressing, feeding, toileting, manual handling as appropriate, helping clients in and out of bed, wheelchair and bath.

- Support homeowners with social and other duties such as booking appointments and transport arrangements, support/escort clients during social functions or outings, assisting with family, social contacts.

- Provide health care, such as that provided by a caring relative, as directed by the Registered Manager.

- In consultation with the Registered Manager, assist homeowners to take medication if necessary.

Housekeeping:

- Cleaning the communal areas of the development as allocated by the Estates Management Team, ensuring they are maintained to a high standard and kept in a clean, tidy and hygienic condition, undertaking manual handling of loads and equipment as appropriate.
- Clean the Guest Suite, including laundering the bed linen, as required.
- 'Sparkle Clean' the apartments as necessary before they are occupied.

Restaurant Service:

- Lay the tables prior to the mealtime service and clear away dishes during and afterwards.
- Serve meals to homeowners in the restaurant and deliver meals to their apartments if required.
- Clean the restaurant/bistro after the mealtime service.
- Set up beverage facilities as required throughout the day.

General:

- Work as a member of a team, attending such meetings as necessary to discuss service delivery.
- Observe homeowners' well-being and environment and report any problems, hazards or difficulties immediately to a senior member of staff
- Respond to emergency calls as required
- Liaise with other professionals, family, neighbours, volunteers etc as necessary
- Maintain a professional and hygienic appearance, and use personal protective equipment as required
- Uses such equipment and substances as are necessary for the completion of tasks ensuring Health and Safety Policies and Procedures are followed at all times
- Work in line with the policy on Infection Prevention and Control
- Maintain work records, e.g. work sheets, receipts, etc.
- Undertake other such duties as may be required by the Manager

Person Specification:

Knowledge and Experience:

- Ideally have some experience in a care and support role, ideally with older people
- Basic literacy skills to be able to read care plans and worksheets, and to record details in care plans.
- Some housekeeping and domestic experience

Qualifications:

- Ideally hold a Level 2 NVQ in Health and Social Care (Adults) or be willing to work towards this

Personal Characteristics:

- A calm and caring approach
- Honesty and respect for confidentiality
- Reliability and the ability to manage your own time
- Professional appearance
- Ability to communicate clearly and to work as part of a team
- A 'can do' approach to work

Equal Opportunities:

Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Confidentiality:
Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action which might include dismissal.

Health and Safety:

As Line Manager your Health and Safety responsibilities in relation to you and staff under your control are to:

- Take reasonable care of your/ their own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate.

Training:
The post holder will be expected to attend meetings, training courses and follow-up refresher courses as required.

Please Note: This job profile is not an exhaustive list of duties,but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Assisted Living developments. Substantial changes in the range of work undertaken will be carried out in consultation with the post holder