

Job Title:	Community Care Assistant
Grade:	Grade B
Reports to:	Local Business Manager
Role Responsibilities:	Budget £0 FTE 0

Our vision is to be the supplier of choice for Adult Health and Social Care. The role supports vulnerable adults living in the community to achieve their desired outcomes, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community.

Our customers include older people, as well as adults with long term health conditions, complex needs, sensory impairments, learning disabilities or mental health conditions.

Whilst you will predominately be based in one of our services, you will be expected to work flexibly to cover all services within the company (see Appendix 1.0).

The service is operational between 7am – 11pm; there may also be the occasional requirement to cover night shifts.

Job Purpose

To support vulnerable adults living in the community to achieve their desired outcomes, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community.

It is essential for this role to work in an enabling way, coaching, demonstrating, promoting and encouraging independence.

An expectation of the role is that you will work across all services, and will be carried out in a combination of settings, including customer's homes, the local community and ECL's Regional Hub and Spoke buildings.

Duties and Responsibilities

- Provide practical, physical, emotional and social support and coaching to customers to achieve their desired outcomes. Where required, this includes supporting customers with personal care tasks, such as eating, toileting and bathing, whilst ensuring dignity and respect are maintained at all times for customers who use our services.
- Work flexibly and creatively with customers, within the scope of their support plan, to help them build and sustain their community support network and

access community resources to optimise their independence and help reduce long term funded support requirements (ie. support Good Lives approach)

- To promote and adhere to the work place values of Essex Cares (See Aspire values below)
- To ensure that customers have choice and control over the service/s they receive and the outcomes they wish to achieve.
- To show commitment to the mental and physical wellbeing of our customers by supporting them within a variety of settings, including:
 - The customer's home and their local community;
 - Essex Cares' Hub and Spoke buildings; and
 - Training and voluntary employment settings, including catering, hospitality, printing, packaging, administration.
- Identifying appropriate equipment to support independent living. Ensuring that all support and services are provided to customers and are delivered using enabling techniques that enable customers to learn (or re-learn) and maintain skills.
- Developing and maintaining good communication with customers, families and carers, including where required, providing support to families and carers to help achieve and maintain the customer's desired outcomes.
- To have a clear understanding of professional boundaries and safe working practices and to demonstrate these in the performance of the role.
- To record customer progress against their desired individual outcomes and provide pro-active feedback to Trusted Assessors, so that customer reviews and service changes can be actioned in a timely and appropriate manner. This includes regularly maintaining and updating records and recording achievements in a clear, timely and appropriate manner in line with company policies.
- Developing and maintaining strong relationship and communication links with colleagues and other professionals, e.g. GPs, District Nurses, Community Psychiatric Nurses, Social Workers, Transport Providers, Schools, Colleges, as well as Voluntary and Third Sector organisations in order to support and care for our customers.
- To alert management immediately to any incident or development that could have a significant impact on the customer or group of customers. This includes safeguarding the wellbeing and welfare of customers being supported.
- To work responsibly within ECL's policies, procedures and guidelines including Health and Safety and to maintain confidentiality at all times. This includes undertaking all mandatory training and attending staff meetings and events that are deemed relevant to the role and contribute to your continuing personal development as well as responding to the needs of the customers.

- To meet outcome based performance targets determined by the business and to contribute to the identification and implementation of new and improved ways of delivering services to customers.
- To support other services and geographic regions, as and when required.

Person specification

Skills and Experience

- A caring and supportive individual who is passionate about providing a high level care and support to vulnerable people.
- The ability to support people retain their dignity and respect their privacy when delivering personal care to them.
- Good listening and communication skills, both written and verbal are essential, with experience in building positive working relationships with colleagues and customers.
- Excellent organisation skills.
- Previous experience in a similar environment supporting vulnerable people, is desirable but not essential.
- Can demonstrate an awareness of the needs of vulnerable people and the challenges they commonly face.
- A team player but also able to work on own initiative and within professional boundaries.
- Can demonstrate a willingness to work flexibly within a changing work environment.
- Hold a full valid driving license.
- Honest and open and not afraid to admit when you have made a mistake.

Education and Qualifications

- QCF units in health and social care or equivalent (such as NVQ) is desirable but not essential
- A commitment to undertake further training and development as required.
- Good standard of written and verbal English
- Basic understanding of computers

Values and Behaviours

- Ability to demonstrate, understand and apply our Aspire values (see below) and be able to evidence these attitudes and behaviours as part of the application process.

ASPIRE values

Adaptable	<ul style="list-style-type: none"> • Changes behavioural style or method of approach when necessary to achieve goals • Responds to and embraces change with a positive attitude
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	<p>and a willingness to learn new ways to accomplish work activities and objectives</p> <ul style="list-style-type: none"> ☺ Always looking for ways to improve services to the customer ☺ Openly communicates changes to methods of delivery in a consultative way with customers and shows a willingness to adjust
Supportive	<ul style="list-style-type: none"> ☺ Identifies ways to work collaboratively with colleagues, services and partners to deliver common objectives ☺ Demonstrates self-awareness and recognises how own behaviours impact on others ☺ Is tactful, compassionate and sensitive, and treats others with respect ☺ Consistently displays empathy when dealing with others and demonstrates an encouraging and reassuring attitude
Performs	<ul style="list-style-type: none"> ☺ Understands what is expected of the role and how this links in with the wider organisations vision and outcomes ☺ Meets and where possible exceeds, targets and objectives and delivers work accurately and to deadlines ☺ Takes pride in achieving results and celebrates the success of others ☺ Consistently delivers a high quality caring service
Integrity	<ul style="list-style-type: none"> ☺ Upholds the highest standards of professionalism, is respectful of all customers and stakeholders and their opinions and decisions ☺ Builds effective working relationships based on trust and confidence and communicates with customers, colleagues and stakeholders in an honest and open way ☺ Acts as a role model to other colleagues and is passionate about our services
Responsive	<ul style="list-style-type: none"> ☺ Effectively manages customer expectations and responds to their needs in a timely and caring manner ☺ Consistently communicates in a clear and concise style ☺ Focuses attention on meeting agreed priorities and objectives in the most effective and efficient way ☺ Asks for help and responds to the requests from others
Enterprising	<ul style="list-style-type: none"> ☺ Actively seeks out opportunities to continuously improve our services ☺ Takes responsibility for own performance, identifying areas to improve and actively seeks out ways to develop these ☺ Identifies problems at the earliest opportunity and thinks creatively in order to solve them ☺ Understands and embraces the use of technology in creating future value