



Care Assistant

An exciting opportunity has arisen to join the team at Stichell House Residential Home in Hartlepool.

Set in the landscaped grounds of the beautiful Greatham estate, Stichell House is a modern residential home in an enviable location. We offer 35 en-suite bedrooms, in a purpose built, modern facility with outstanding levels of care.

Our Care Assistants play a critical part in delivering person-centred outcome-focussed care to maintain the health and wellbeing of our residents and empower them to have independence, autonomy, choice and control in their lives.

We recruit for attitude and are looking for people who are kind, caring and compassionate; who can ensure our residents are at the heart of everything we do and who also strive for excellence in care practices.

We have an Employee Assistance programme for all employees and their families. We offer manageable shifts, so staff are not always left tired and we have a commitment to providing the best training we can. Come and join the Stichell House family... a place to live, a place to love, a place to belong.

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| Location: | Based at Stichell House, Greatham, Hartlepool |
| Hours: | Average of 19.5 hours per week covering a rolling shift pattern. Mondays to Sundays (including Bank Holidays). A copy of the rota is included below. |
| Responsible to: | Registered Manager/Duty Manager |
| Job Purpose: | To provide high quality care and empower residents to have independence, autonomy, choice and control in their lives. |
| Salary: | £9.80 per hour |
| Contract Period: | Permanent |

Key responsibilities

Values - Dignity and Respect

As a member of staff, you should:

- Treat everyone with dignity and respect regardless of their culture, religion, age, race, sexual orientation, or disability.
- Take time to listen to people.
- Communicate in an open, accurate and straightforward way using appropriate language.
- Allow people to maintain their dignity and feel comfortable, particularly when receiving personal care.
- Protect and respect people confidential personal information.

- Check with people about how they want to be addressed and use humour appropriately.
- Respect people's right to make their own decisions and choices about how they want to be cared for.
- Respect the position of trust they have with people who need care and support.
- Deal sensitively and appropriately with behaviours that may challenge.

Key duties

- To help the residents to lead as full a life as possible and to ensure that care practices accord with Hospital of God policies including the policies and rules contained within the Employee Handbook and to take appropriate in reporting any issues to the Registered Manager or Duty-Manager.
- To provide safe and appropriate care to residents and to adhere to The Hospital of Gods policy on safeguarding vulnerable adults.
- To ensure care plans are read and understood before care delivery, to ensure care is delivered appropriately, and in a safe manner at all times.
- To help with serving of meals and assisting residents where necessary.
- To make drinks, or help residents' make drinks, when required complete appropriate documentation.
- To report any changes in residents' condition to the Duty Manager or the Registered Manager
- To help bathe, wash and assist with dressing when necessary, ensuring you provide choice, privacy and dignity at all times.
- To assist residents with their individual toilet requirements and adhere to relevant individual care plan.
- To ensure Moving and Handling policy is followed in accordance with residents' plan of care and risk assessments.
- To clean up spillages as they occur using appropriate equipment supplied and as specified in the Health & Safety Policy
- To ensure Health and Safety requirements are always adhered to.
- To care for residents who are at the end of their life in accordance with their plan of care, wishes and needs.
- To assist with any other duties as directed by the staff in charge.
- To report incidents to residents, staff, or visitors to management.
- To care for equipment and report any defects to the management, however small.
- To ensure that care plans are kept up to date in accordance with individual needs and also General Data Protection Regulations and Data Protection Act 2018.

Commitment to quality care and support

- You are committed and passionate about doing anything in your work to make people who need care and supports lives easier and more fulfilled.
- Contribute to delivering person centred care, putting the resident at the heart of everything you do and helping people when needed.
- Give people who need care and support you full attention.
- You are authentically warm, kind, empathetic, reliable, and compassionate in your actions.
- You are professional, and act with integrity at all times.
- You are flexible and proactive – responding calmly to what goes on each day.
- Take responsibility for ensuring you contribute to the provision of excellent, safe, high quality care and support to others.

- You have the courage to speak up and challenge others where you have concerns about the quality and safety of care being provided.

Learning and reflection

You are expected to:

- Commit to learning and developing yourself in your work.
- Be self-aware and regularly reflect on the work you do, how you do it and the impact you have on the those being supported.
- Be honest and transparent and not afraid to say when you have done something wrong.
- Seek, reflect and learn from feedback from colleagues, services users and their families.
- Know your own limits and know when to seek support and advice.
- To be open to learning from others and willing to share knowledge and best practice.

Organisational duties:

- To accept regular supervision from a Duty Manager/Registered Manager.
- Attend all monthly staff meetings and other events as requested.
- To attend in-house training and mandatory training.
- To complete relevant qualifications as requested by the employer.
- To promote the Hospital of God as an excellent provider of care services.
- To maintain and create good and professional relationships with families and loved ones.
- To adhere to the system of recording within Stichell House, including using electronic care planning systems.
- Responsible for the overall appearance of the home when on duty. General tidiness and housekeeping.

Other

- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development
- To implement Hospital of God policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

Rota pattern

| MON | TUE | WED | THU | FRI | SAT | SUN |
|-----|---------|-----|---------|---------|---------|---------|
| RD | RD | RD | 7-1 | RD | 2.45-10 | 2.45-10 |
| 7-1 | RD | RD | 2.45-10 | 8-3 | RD | RD |
| RD | 7-1 | RD | RD | RD | 8-3 | 8-3 |
| RD | 2.45-10 | RD | 8-3 | 2.45-10 | RD | RD |



| Factor | Essential | Desirable |
|--|---|--|
| Qualifications | | <p>NVQ Level 2 in Health and Social Care</p> <p>Additional professional qualifications</p> <p>Evidence of vaccination status (or proof of medical exemption)</p> |
| Experience | <p>Two years' experience of working with older people in a care setting</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Experience of day-to-day duties required to meet the delivery of our service</p> <p>Experience of building positive working relationships with residents and their families, staff and other health and social care professionals</p> | <p>An understanding of Hospital of God's mission, vision and values and service portfolio</p> <p>Good understanding of the regulatory responsibilities and the law relating to care services</p> |
| Knowledge/ Skills/Abilities | <p>Excellent understanding of the needs of people who require care and support in line with best practice</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Understanding of systems to maintain confidentiality in relation to residents, staff and the business</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Kind, caring and compassionate towards people in need of care and support</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Ability to follow and contribute to care plans</p> | <p>I.T. skills including using electronic care planning/rostering systems</p> |

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| | <p>Ability to follow regular work schedules as determined by Senior staff</p> <p>Excellent interpersonal and communication skills, both written and verbal</p> <p>Ability to cope with difficult circumstances and behaviours that challenge</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence</p> <p>Ability to show initiative but maintain focus on the tasks assigned to you</p> <p>Ability to work undirected and unsupervised</p> <p>Knowledge of health and safety matters in relation to care services</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p> | |
| <p>Other (eg attitude, interests etc.)</p> | <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service</p> <p>Clean and smart appearance</p> <p>A passion for outcome focussed person-centred care</p> <p>Committed, enthusiastic, reliable</p> <p>Excellent time keeper and reliable</p> <p>Open minded and non-judgmental</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Drive and determination to achieve excellence</p> <p>Ability to keep calm under pressure</p> <p>Professionalism and integrity</p> | <p>Receptive to the use of new technology within a care environment</p> |