

ROLE PROFILE

JOB TITLE	Night Support Worker - SJC
SERVICE PROVISION	St James Care
SCALE POINT	20
CONTRACT TYPE	Permanent
LINE MANAGER	Supervisor
DATE OF ISSUE	January 2022

Area of Work: To ensure that the standard of care provided to residents in the care home during the night shift is appropriate and meets the needs of each individual. Ensure that at all times all activities undertaken during the night shift are compliant with all required regulations, legislation, policies and procedures as laid down by the Care Quality Commission and The Society of St James.

Specific Duties:

Residents
1. To provide personal assistance to all residents throughout the night as required, ensuring that their dignity and privacy is respected at all times. 2. To complete all required paperwork as directed by the Registered Manager or the Team Leader including updating care plans and risk assessments. 3. To observe the policies and procedures relating to safeguarding and protecting residents and maintaining the health and safety of the environment within the care home. 4. Encourage residents to go to bed and not stay up all night and assist those individuals who prefer to rise early to get up, bath and dress where required. 5. Mediate in situations where conflict has arisen between residents. 6. Promote a positive and friendly atmosphere throughout the home and encourage residents to participate in discussions relating to development of the home and to take part in the activities on offer within the home. 7. Attend to the social needs of residents by talking and listening to them and ensuring that any complaints or concerns that they have are responded to appropriately, ensuring that any concerns are raised with the Registered Manager or Project Workers as soon as possible. 8. Ensure that all medication is administered in line with policy and procedure and that any errors with medication administration are reported in accordance with current policies and procedures

Administrative Tasks

1. Log all accidents, incidents and safeguarding issues and report to the Registered Manager in line with the Society's policies & procedures.
2. Ensure that records are updated properly prior to handover so that staff coming onto shift have all relevant information about the residents and are aware of any specific concerns or issues.
3. Answer the telephone and ensure that messages are passed on to the appropriate individual and email managers to hand over information accurately

Housekeeping and Health + Safety

1. Undertake specific housekeeping tasks as directed by the Registered Manager and/or the in order to ensure that all daily housekeeping tasks are carried out and records are kept as evidence.
2. Report both urgent and non-urgent property repairs to the Registered Manager and record that you have done so in the appropriate record by email to evidence actions in place for reporting systems.
3. Ensure that the any health and safety issues concerning the welfare of residents are reported and recorded appropriately.
4. Carry out regular visual health and safety inspections within the home as directed
Follow all Good Practice Guidance in relation to hygiene and infection control (wear a clean uniform at all times and use the appropriate Personal Protective Equipment (PPE)).

Other

1. Carry out any other duties within the overall objectives of the post, as required by the Registered Manager or the Board.
2. Attend all staff team meetings and participate in the development of the home and the Society as a whole.
3. Participate in regular supervision with your Line Manager.
4. Attend all training courses relevant to the post and any other training deemed appropriate by your Line Manager

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of working with vulnerable people either in a residential setting or care service and providing personal care	FORM INTERVIEW
Experience of developing and monitoring person-centred care plans	FORM INTERVIEW
Experience of working with people with substance misuse issues, mental health problems and challenging behaviour	FORM INTERVIEW
Knowledge and understanding of Dementia, other mental health illness and other physical ailments that affect older people	FORM INTERVIEW
Knowledge of the Care Quality Commission Regulations and Standards	INTERVIEW
Knowledge and understanding of equality and diversity, with respect to staff and clients and how to implement equality and diversity policies	FORM INTERVIEW
Good understanding of health and safety issues relating to working in a residential care environment	INTERVIEW
Knowledge of safeguarding and protection procedures and protocols for vulnerable adults	INTERVIEW
Ability to listen, consult and communicate effectively with clients and colleagues	FORM INTERVIEW
Ability to motivate clients and encourage them to seek meaningful occupation and to live more independently	INTERVIEW
Literacy skills sufficient to write detailed and comprehensive support plans and reports	FORM INTERVIEW
Good time management skills and the ability to work alone and as part of a team	INTERVIEW
Ability to deal with difficult and challenging behaviour calmly and effectively	INTERVIEW
Computer literate – familiar with Word and use of Email and the Internet	FORM
Be able to work the shift patterns as designated in your contract.	INTERVIEW
Minimum NVQ Level 2 in Social Care, Mental Health or other relevant qualification.	FORM

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – Support Worker: SJC

1. Good time management skills and the ability to work alone and as part of a team.
2. Confidence and ability in using IT systems, email and the world-wide Web.
3. Compassionate approach to dealing with individuals with complex needs and challenging behaviour.
4. Able to maintain professional boundaries at all times and demonstrate self-awareness at all levels.
5. Able to use own initiative to respond to emergencies and other unexpected situations.
6. Able to communicate in all ways effectively with clients and colleagues.