

GreenSquareAccord Job Description

Job Title	Care Assistant	Location	Various
Department	Care & Support		
Team	Care	Date updated	01/10/2021

Organisational Structure

- Reports to: Senior Personal Assistants / Deputy Manager

Role Purpose

Support adults with a range of needs, providing personal care and support services to customers which respect their rights and choices, and promotes independence, within their home or service.

Role Context

Approachable

As a care assistant you are approachable to customers and colleagues. You provide support to, and listen to, customers or colleagues. As a Care Assistant you are willing to help others. This requires patient, kindness and good communication.

Customer-centred

Every day in care is different, as it will vary based on the customer's needs. As a Care Assistant customers will be at the centre of what you do. You will support customers to help them express their views and help them with decision making. Examples of duties are – support the customer's wellbeing and assist with all aspects of personal care such as dressing, bathing, administering medication and preparing meals.

Cooperative

As a Care Assistant you will be working together and in partnership to meet the customer's needs. You also are cooperative with you colleagues and the (family of) customers. You will take opportunities to learn from everything and actively participate in training and development programmes appropriate to the post, including induction, staff meetings, supervision, appraisal and any other service related events.

Open and honest

As a Care Assistant we expect you to be open and honest. This creates a great environment for both our customers and employees. This creates good communication and contributes to continuous improvement. Create and be a part of a culture where you can communicate freely with colleagues and customers.

Respectful

Accord treats their employees and customers with respect. As a Care Assistant we want you to treat people the right way based on our values. You treat customers, family and colleagues with dignity and respect. Communicate positively and effectively and act in a professional manner while on duty and when representing Accord.

Diverse

As a Care Assistant you will have a lot of variety in the activities you do. You will also work with a diverse range of customers and colleagues. Connect with colleagues and customers to celebrate uniqueness.

Other

- Undertake other duties as may reasonably be required.

Person Specification

	Essential	Desirable
Qualifications		
Professional Qualifications		Relevant Care Qualification, Care certificate or NVQ
Membership of Professional Body		N/A
Specialist Qualifications		N/A
General educational ability		N/A
Knowledge, Skills and Experience		
Policy/procedure knowledge/Advice		Y
Quality/Timeliness	Y	
Initiative and Creativity		Y
Problem solving/analysis/Decision Making		Y
Report/document/letter writing/Minute taking		Y
Project management		N/A
Finance/Budgetary		N/A
Procurement/contract management		
ICT/Software		Y
Other		

