JOB DESCRIPTION

Job Title:	Complex Healthcare Assistant (including nights)
Responsible to:	Team Leader

Main Purpose of the Role

- To provide support and care to people, maximising their independence and health & wellbeing.
- To provide a safe and supporting environment for users of the Centre.
- To be a member of a multi-disciplinary team providing a short-term high-quality service within the Centre's Units.

Responsibilities of the Role

1. To assist the Team Leader with their day-to-day duties and clinical related tasks including administration of medication.
2. To maintain and develop a high standard of care for our patients/residents by being aware of their individual needs and adhering to their care programme
3. Encourage patients to develop their daily living skills and realise their potential to continue to live as independently as possible.
4. Be committed to a person-centered approach to recovery. Acting as the patient's advocate, helping them to achieve the outcomes they desire and, in doing so, help promote their health, safety and wellbeing.
5. Contributing towards effective communication, by reporting to any Team Leaders information given by the patient/resident or relative which may affect our patient's physical/mental well-being or care needs. To observe, record and report, any changes in individual conditions and circumstances.
6. To support patients in times of crisis and, in doing so, help them access the services they need.
7. Assist in the training and development of colleagues to ensure high-quality care provision and high performing team approach
8. Work directly with service users and/or external agencies and stakeholders on day-to-day service issues
9. Take ownership and accountability for the delivery of high-quality care and take appropriate action in reporting incidents or safeguarding concerns.
10. Contribute to the overall aim and vision of Southend Care Ltd, and work in accordance with the company's values and behaviours
11. To work with a variety of vulnerable adults, from different backgrounds daily.

12. Your role will include but is not limited to: carrying out personal care, careful moving and handling, clinical observations and fulfilling sensory, and social needs when required.

Training/Induction

1. You will have the opportunity to take part in specialist training, and your induction will include induction shifts working alongside experienced members of our Centre's teams, your Mentor and support from your Assigned Team Leader.

Resources

1. Direct Staff- No
2. Responsible use of all equipment and medication used to assist with role

Work Environment

1. Primarily Brook Meadows House
2. Will be required to work within any service within Southend Care when services are in an emergency or as directed by the Service Manager

Standard Phrases

1. To practice within a legal framework encompassing statutory, organisational policy and guidelines
2. Ensure a work environment that protects people's health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
3. To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
4. This role requires a DBS from the Disclosure and Barring Service
5. To maintain confidentiality of information in line with the requirements of GDPR
6. You may be required to undertake other relevant and appropriate duties as reasonably required.

Attributes	Activity	Essenti al or Desirable	How evidenced
Qualifications or membership to a Registered Body	• Literacy and numeracy equivalent to at least GCSE Grade C/5 in English and Maths • Care Certificate • Level 2 or 3 in Health and Social Care	E D D	A
Knowledge, Experience Skills and Abilities	• Demonstrable care experience • Experience of providing personal care • Experience of moving and handling • Experience of administrating medication • Experience of working with individuals with complex care needs such as dementia, addiction, diabetes, behavioural difficulties, stroke rehabilitation, gastronomy care, PEG feeding, etc • Intermediate experience of using Microsoft office suites, including outlook, Teams, and IT platforms. • Good level of communication skills, verbal and	E E E D D E E E	A & I
Values	• **We are Caring** always providing person centred care and support we would want for ourselves & loved ones. • **We are Passionate**-about care & having pride in being part of SCL • **We are Diverse** inclusive, recognising diversity through celebrating differences • **We are Empowering** enabling everyone to fulfil their potential, taking ownership • **We are Innovative** able to take on new challenges & seek solutions with a balanced care & commercial mind set	E E E E E	