



Job profile and person specification

Role title: Responsive Care Officer

Last updated: June 2022

Reports to: Care Coordinator

Version: 1

Role purpose:

Insert role purpose here

- To work closely with the Care Co-ordinator to build working relationships with Social workers and other business partners.
- To provide leadership, advice and guidance for care staff.
- To support and monitor the delivery of care and support services within the scheme, ensuring that best use of staff time is utilised.
- To ensure that the service delivered promotes the independence, dignity, rights and choices of the people that we work with. To ensure a flexible care and support service is available, responding to emergency calls as necessary.
- To work with other members of the Care Plus team to provide a high quality and cost effective service which demonstrates value for money.
- To contribute to the continuous improvement in care and customer service.
- Support the organisation in achieving full legislative and contractual requirements and excellence in customer care and service.
- To be the main point of contact at the scheme and provide excellent customer service to residents, visitors and stakeholders during evenings, weekends and bank holidays.
- Respond to emergency pendant calls as required, triaging and carrying out ad hoc care when needed following the correct procedure.
- Report and record all emergency pendant calls for the service manager and scheme manager to audit.
- To report emergency repairs in accordance with the organisations procedures for residents and communal areas.
- Complete wellbeing checks for residents that require it.
- Ensure the safety and security of the building during the times when retirement living officers are not on site
- To have the ability to use appropriate IT systems and maintain professional and timely records.
- Adhering to lone working protocols and ensuring utilisation of the lone worker device when you are

Day-to-day responsibilities:

- Provide support, supervision, leadership and training to care workers.
- Be an excellent role model in the direct delivery of care and support to customers
- Promote and encourage compliance with company policies and procedures, legal obligations and all other contractual requirements.
- Provide care delivery in accordance to standards identified with the CQC regulatory framework
- Participate in the assessment of care worker's competencies including participation in assessments required as part of care workers' formal training toward the Care Certificate or National Vocational Qualifications (NVQ)
- Participate in the induction, support and assessment of new carers and other staff.
- Initiate actions to improve care workers' performance and competence.
- Report to Senior Managers any concerns regarding care workers' performance, behaviours or attitudes.
- Assist in ensuring that services are delivered according to agreed care plans, contractual and legislative requirements, undertakings and guarantees.
- Ensure that clients' needs and the risks associated with providing care are properly assessed, documented and acted upon or otherwise brought to the attention of those who need to act upon the identified risks.
- Ensure that all stakeholders are provided with appropriate information to enable them to fulfil and discharge their responsibilities.
- Provision of responsive care to all customers within the scheme and to any potential new customers via emergency admissions, hospital admissions or transfer from community setting.
- Contribute to reviews of service users' needs and care plans including participation in multi-disciplinary team meetings and conferences where appropriate.
- Contribute to activities intended to promote the organisation and domiciliary care.
- Assist in maintaining accurate, informative and timely computerised and paper based records relating to both service users and care workers.
- Act at all times in the best interests of service users and the company.
- Act as an ambassador for the company and always represent the company in a positive way.
- To promote equality of opportunity for service users and company employees and demonstrate a commitment to anti-discriminatory and anti-oppressive practice.
- Contribute to the review, revision and updating of company policies and procedures.
- Notify the Retirement Living Service Manager of circumstances which inhibit compliance with company policies and procedures and or legislative or contractual requirements.
- Report to Senior Managers any concern relating to the quality of service being provided, particularly where there may be failure or the risk of failure to meet statutory, mandatory or contractual requirements, accreditation standards or customers' expectations and preferences.

General:

- Undertake training that the organisation considers appropriate for the fulfilment of the responsibilities of the role.
- Ensure that the values of the organisation are displayed throughout all work activities
- Take personal responsibility for your health and safety and that of others in a manner that is consistent with your statutory obligations and the Health and Safety Policy.
- Adhere to and contribute to the Quality Assurance Framework
- To carry out any other duties commensurate to this post, as necessary or as requested.

Person specification:		Essential	Desirable
Qualifications	NVQ3 in Care or Equivalent		✓
Relevant experience	Be able to evidence delivery of good customer service in a previous role	✓	
	Previous experience in providing a care service for people		✓
	Supervisory experience		✓
	Be able to evidence delivering organisational values in a previous role	✓	
Skills & abilities	Excellent written and verbal communication skills	✓	
	A good working knowledge of Microsoft Office, including Word, PowerPoint, Excel and Access	✓	
Customer service & quality	Be able to demonstrate discretion and confidentiality at all times	✓	
	Is approachable, honest and trustworthy. Seeks to encourage colleagues, service users and stakeholders.	✓	
Team working	Promotes cooperation and commitment within a team to achieve goals and deliverables	✓	
	To follow and ensure the team follow all relevant policies and procedures	✓	
	Encourages an on-going commitment to learning and improvement in others	✓	
Communication & thinking style	Earns others' trust and respect through consistent honesty and professionalism in all interactions	✓	
	Enthusiastic about quality, people, outcomes and making every day amazing. Encourages enthusiasm in others.	✓	
	Makes timely, informed decisions that take into account the facts, goals, constraints and risks. Actively resolves difficult or complicated challenges.	✓	
Planning & organising	Ability to handle pressure and meeting tight deadlines	✓	
	Resilient, organised and detail oriented		✓
	Focuses on results and desired outcomes and how best to achieve them	✓	
	Values diversity and shows commitment to equality of opportunity	✓	

Motivation, commitment & achievement orientation	Values health and safety and shows a commitment to ensuring a safe working environment	✓	
	Be committed to delivering care when all other options have been exhausted	✓	
Continued Learning	Willing to commit to further training and development	✓	
Special requirements	Enhanced Disclosure and Barring Check	✓	
	Current full UK driving license and access to a private motor vehicle for work use		
	To work shifts on a rota basis which will include weekends and Bank Holidays	✓	
	To be able to cover shifts at short notice as required	✓	
	This post does require the post-holder to carry out duties of a physical nature other than light lifting. This could include, but is not restricted to the moving of people using appropriate support aids and equipment	✓	

Housing Plus Group Values

Our **CLARITY** values are clear, straightforward statements about who we are and what sets us apart. They shape the decisions we take and the way that we behave. They were developed by our staff and board to express how we work with each other, our customers and stakeholders.

Communication – Providing communication that is timely, open, honest, clear and consistent.

Learning - Committed to seeking knowledge, innovating and adopting new ways of working to enhance the work of the Group.

Accountable – Taking responsibility for our actions and performance, providing support and ideas to seek solutions.

Respectful – Being polite and considerate, understanding the needs of others, respecting and valuing their views.

Inclusive - Working together to create an environment that celebrates differences and embraces diversity of thought.

Trust - Acting with integrity at all times, empowering our colleagues and seeking assurance that others will do the same.

You - Taking personal responsibility for living and embodying our values. Acknowledging that colleagues, customers and stakeholders all have an important part to play in the success of the Group

Additional essential role specification:

Health and Safety

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / Safety Representative achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Hub, in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

Commented [NS1]: Do we need to include H&S, Data protection and E&D? Data protection and H&S are specifically covered in our contracts of employment and the E&D would be covered in the contract under the 'policies, procedures and compliance' clause - could we take these out?

Data Protection

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

Equality and diversity

Ensure the Groups Equality scheme is fully implemented at all times. Treat all customers (external/internal) fairly, equally and to a high standard

Training plan:

Mandatory	Role related	Person specific
General Data Protection Regulation		
Cyber security in the workplace		
Safeguarding Adults		
Complaints Awareness		

Commented [NS2]: Do we need a training plan on the job profile?

If you require any support with your application or you have any questions on the job profile, please feel free to contact our Talent Acquisition team by emailing careers@housingplusgroup.co.uk

