



Responsive Care Officer

Job description and person specification



Job description – Responsive Care Officer

Reporting to the– Care Coordinator

Summary of role:

This role plays an integral part in the Care Plus Team which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Role Purpose:

- 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 organisation's 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.

Key areas of responsibility:

- 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.

Additional responsibilities:

➤ **Health and Safety:**

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

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

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

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Responsive Care Officer;

- Be able to evidence delivery of good customer service in a previous role.
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- Be able to evidence delivering organisational values in a previous role.
- Excellent written and verbal communication skills.
- A good working knowledge of Microsoft Office, including Word, PowerPoint, Excel and Access.
- Be able to demonstrate discretion and confidentiality at all times.
- Is approachable, honest and trustworthy. Seeks to encourage colleagues, service users and stakeholders.
- 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.
- 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.
- Ability to handle pressure and meeting tight deadlines.
- Focuses on results and desired outcomes and how best to achieve them.
- Values diversity and shows commitment to equality of opportunity.

- **Additional specialist skills and qualifications to be successful in this role:**
- NVQ3 in Care or Equivalent
- Previous experience in providing a care service for people.
- Supervisory experience.
- Resilient, organised and detail oriented.

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Responsive Care Officer.

You will be required to complete continuous professional development, to further support your role and the Group.