



Role Profile and Person Specification

Care and Community Services Officer

Responsible to:	Senior Carer, Deputy Manager
Responsible for:	N/A
Location:	To be confirmed
Grade	Grade 6
Role Profile Ref:	CD005

Context

Care Dorset's vision is "A world where people can thrive". This vision conveys our ambition to have a society in which individuals have the conditions, opportunities, and support to lead fulfilling, successful and meaningful lives. We have an ambitious five-year strategy focused on working towards achieving this vision.

Care Dorset launched in October 2022 as a new provider supporting adults across a range of support models and in different settings including reablement, day opportunities, supported living, extra care as well as residential care. We are a local authority trading company, wholly owned by Dorset Council, with strong ambitions to innovate and transform our existing services to deliver better outcomes for people as well as growing commercially.

We are passionate about not only providing the highest quality of support, but in also providing rewarding and meaningful career opportunities to our colleagues.

The role

The role of Care and Community Services Officer focuses on helping people we support live as independently and meaningfully as possible—whether that's through personal care, activities, or emotional support. You'll be making a real difference in the lives of individuals by promoting their dignity, wellbeing, and quality of life every day.

Key responsibilities

- Support the Deputy Manager/Senior Care and Community Services Officer in the delivery of services to a variety of service user groups in a day centre, residential care home or community setting.
- Undertake the assessment of service users needs in accordance with policies and procedures with the involvement of other professionals and families as appropriate.
- Develop care plans and individual service plans for approval by senior staff.
- Implement, monitor and review care plans.

- Supervision of individual and group programmes/courses.
- Development of individual and group programmes to meet specific objectives within care plans as appropriate.
- Maintain service user records and contribute to other establishment records, as required.
- Provide personal care to service users, as required, including toileting, washing and the administration of medication.
- Undertake day to day supervision and direction of other staff e.g. care assistants, catering staff and volunteers, as required.
- Undertake project work as required.
- Participate in staff meetings and undertake training, as required.
- To undertake the assessment of service users and the development implementation and review of care plans without close supervision from Senior Staff exercising initiative within the context of case accountability remaining with the Deputy Manager.
- To work without close supervision outside the base establishment with access to senior staff as required.
- You would be expected to work within the Gold Standards Framework.
- Undertake any other duties of a lesser or comparable nature as required by the Managing Director of Care Dorset Ltd.
- To undertake training courses and attend meetings as required.

This role profile is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

What Benefits Will I Receive

- Generous Annual leave entitlement - starting at 27 days, rising to 32 after 5 years (exc. Bank holidays)
- Enhanced Maternity Pay
- Occupational Sick pay entitlement from day one
- Funded Blue Light discount package (superb discounts on travel, leisure, entertainment and more)
- Access to Employee Assistance Programme
- Comprehensive induction
- Excellent training & development opportunities supporting career progression.
- Access to Litmos online learning platform – our one stop shop for learning & development
- Refer a Friend Bonus - up to £300 per person you refer (Uncapped and paid on successful appointment)
- Celebrated success through annual awards ceremony

Person specification

Must haves

Experience and Qualifications

- Previous experience in a similar role within a care home or similar environment.
- Appropriate qualification – NVQ level 2 in Health and Social Care (or equivalent) or above.
- Knowledge of care planning process obtained in a similar environment.
- Current medication training and experience.
- Experience of understanding and applying anti-discriminatory practice.
- Understanding of Safeguarding Adults policy and procedures

Skills, abilities and knowledge

- Able to communicate effectively with people we support, colleagues, relatives, other professionals and senior managers.
- Have a strong ability to work flexibly, managing changing and competing priorities.
- Good IT skills

Good to have

Experience and qualifications

- Knowledge and application of relevant legislation e.g., Care Standards Act 2000, Community Care Act 1991.
- Implementation of the fundamental standards within a residential setting.
- Experience of assessing individual client needs

Skills, abilities and knowledge

- An inquisitive mind: not afraid to challenge the norm and ask why
- Committed to doing the right thing, for the people we support and colleagues