Care Dorset

Job Description and Person Specification

JD Ref: CD018 Senior Care and Community Services Officer

Responsible to:	Registered Manager, Deputy Manager
Location:	Dorset
Salary:	Grade 9

Context

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 services, supported living, and 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

As a Senior Care and Community Services Officer, you will play a crucial role in the day-to-day care and support of the people we support. You will work closely with the care team to ensure the highest standards of care are consistently provided, promoting the physical, emotional, and social well-being of everyone.

This is a key position and requires a confident, experienced and accomplished senior carer. Your ability to lead and inspire a team will be crucial to your success in the role as well as your sound knowledge and experience of care planning and provision.

Key responsibilities

- Undertake effective and efficient assessment of people we support including risk assessments, the development of care/support plans and ensuring that these are tailored to individual needs and preferences.
- Supporting with the safe administering of medication and monitoring people we support's health needs.
- Supporting and guiding colleagues, including performance reviews and 1-1s, ensuring effective team communication and performance.
- Supporting and guiding colleagues with the accurate recording of care delivery and any changes to a person we support's condition.

Care Dorset Limited is a part of Dorset Council, registered in England, Company Number: 13873953 . Registered Address: Dorset Council, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ.

- Guiding colleagues as they assist people we support with daily activities such as bathing, dressing, and mobility.
- Encouraging participation in activities and fostering a positive living environment.
- Helping to maintain a safe and clean environment, adhering to all health and safety regulations.
- Take responsibility for delegated areas of work as required, including specific projects.
- Participate in or lead colleague meetings and undertake and deliver training as required
- Development of individual and group programmes to meet specific objectives.
- Attend meetings and represent the Registered Manager/Deputy Manager as required
- Contribute to the development of services as required in accordance with directorate policy and/or in response to the needs of people we support
- Maintain links with partner organisations, the voluntary and private sector as appropriate.
- Work within the Gold Standards Framework
- Any other lesser or comparable duties as required relating to the particular specialised function of the team or teams

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 31 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 3 in Health and Social Care (or equivalent) or above.
- Significant knowledge and application of relevant legislation e.g., Care Standards Act 2000, Community Care Act 1991.
- Significant knowledge of risk assessment process.
- Significant knowledge of care planning process obtained in a similar environment.
- Ability to lead, manage and communicate effectively with team members.
- Ability to plan, organise and monitor own work.
- Current medication training and experience.
- Experience of understanding and applying anti-discriminatory practice.
- Management of colleagues including use of people management policies and procedures
- Understanding of Safeguarding Adults policy and procedures • Significant experience of assessing individual client needs

Skills, abilities and knowledge

- Able to communicate effectively both orally and in writing with people we support, colleagues, relatives, other professionals and senior managers.
- Have a strong ability to work flexibly, managing changing and competing priorities.
- Able to provide effective line management to achieve objectives.
- Able to contribute to service development
- Good IT skills

Good to have

Experience and qualifications

- Implementation of the fundamental standards within a residential setting

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