



We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

## **NIGHT CARE OFFICER**

### **BRADWELL COURT, CONGLETON, CHESHIRE**

### **£8.30 PER HOUR, 71.75 HOURS OVER 3 WEEKS**

In this varied role, you will ensure that residents receive the right level of care to meet their day to day needs. Your duties will include establishing positive relationships with residents and staff, promoting safe working practices, providing personal care, keeping residents' rooms and communal areas clean and tidy, as well as supervising Care Assistants.

With broad experience of working in a care environment, you should be qualified to NVQ level 3 Care in Health & Social Care (or equivalent) and share our passion for providing a first class service. You must be able to work on your own initiative, prioritise your own workload and have exceptional organisational and literacy skills.

Our excellent benefits package includes 28 days annual leave, pro rata (including bank holidays), sick pay scheme and a loyalty bonus.

To apply, please complete an online application or submit your CV and covering letter at [www.sanctuary-group.co.uk](http://www.sanctuary-group.co.uk). For further assistance please contact Lynda Schofield on 01260 281428 and quote Ref:SC3183.

Closing date: 5pm on 22<sup>nd</sup> March 2012

### **Building Equality and Diversity**

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.



<b>Role Title</b>	Night Care Officer
<b>Reporting to</b>	
<b>Role Purpose</b>	To ensure a quality personal care service for residents is provided in line with the Home policies and procedures

<b>Key Result Areas</b> <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	<b>Key Elements</b> <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	<b>% Time</b> <small>(Current priority for each KRA)</small>
<b>Provide Personal Care</b> Ensure the personal care needs of residents are met	<ul style="list-style-type: none"> <li>• Assist Deputy Home Manager to plan care</li> <li>• Meet residents personal hygiene needs</li> <li>• Maintain choice, privacy, dignity and independence of residents</li> <li>• Help to make sure that residents dietary needs are met</li> <li>• Establish a relationship with all residents, listen and talk with them to encourage mental stimulation</li> <li>• Order, store and administer medication</li> <li>• Keep accurate records</li> <li>• Liaise with other staff, report and document relevant issues</li> </ul>	
<b>Service to Residents</b> Ensure a comfortable environment is maintained	<ul style="list-style-type: none"> <li>• Keep residents rooms and communal areas tidy</li> <li>• Support and speak on behalf of "key" residents and families when required</li> <li>• Report residents complaints to the "Person in Charge"</li> </ul>	
<b>Health &amp; Safety</b> Ensure health and safety requirements are met	<ul style="list-style-type: none"> <li>• Promote safe practices</li> <li>• Carry out effective care procedures in accordance with health and safety requirements</li> <li>• Report faults and hazards and inappropriate practice</li> <li>• Test equipment before use</li> <li>• Adhere to the Health and Safety at Work Act</li> <li>• Ensure that infection control procedures are carried out effectively</li> </ul>	
<b>Supervise Staff</b> Supervise staff to ensure optimum individual/team performance	<ul style="list-style-type: none"> <li>• Supervise care assistants and monitor performance</li> <li>• Act as a role model</li> <li>• Avoid waste to control costs</li> </ul>	

## Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

<b>Core Competencies</b> (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
<b>Adapt to change</b> <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> <li>• Understand and recognise need for change</li> <li>• Accept change is ongoing</li> <li>• Be open to new ideas</li> <li>• Look for new and better ways of doing things</li> <li>• Remain focused on goal</li> <li>• Review and monitor systems and make changes if needed</li> <li>• Do not change if the best already exists</li> <li>• Learn from change</li> </ul>
<b>Communicate well with others</b> <i>Listen to the needs of others and convey information clearly and accurately</i>	1	<ul style="list-style-type: none"> <li>• Be patient, polite, approachable and helpful</li> <li>• Empathise with people from all backgrounds and cultures</li> <li>• Respect opinions and views of others</li> <li>• Tell the right things to the right people at the right time in the right way</li> <li>• Present written material in a professional way</li> <li>• Use discretion appropriately, maintain confidentiality</li> <li>• Adapt to any special communication needs people have</li> <li>• Use body language effectively and understand its effects on others</li> </ul>
<b>Get the best out of self and others</b> <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	1	<ul style="list-style-type: none"> <li>• Rise to the challenge of doing a difficult task</li> <li>• Show confidence in own ability and expertise</li> <li>• Know own job and know themselves</li> <li>• Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods</li> <li>• Learn from mistakes</li> <li>• Take constructive criticism positively</li> <li>• Recognise own strengths and weaknesses including any stereo types or prejudices</li> </ul>
<b>Impress the customer</b> <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> <li>• Understand how actions impact upon the quality of customer service</li> <li>• Think from the customer's perspective; show empathy to the customer's situation and any special needs</li> <li>• Listen to the customer and address all relevant concerns and needs</li> <li>• Take responsibility for getting an outcome</li> <li>• Act on promises and meet deadlines</li> <li>• Take customer complaints seriously and deal with them calmly</li> <li>• Be knowledgeable and well-informed, provide relevant and accurate information to customers</li> </ul>
<b>Work well with others</b> <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> <li>• Know when you have the power/authority to make decisions and when to seek help</li> <li>• Be flexible</li> <li>• Share credit and responsibility</li> <li>• Share ideas, skills and knowledge</li> <li>• Work towards the common goals of the team</li> <li>• Be prepared to listen and support other team members and staff in the wider organisation</li> <li>• Understand own/others roles and impact upon each other</li> <li>• Be aware of own role in organisation and how it contributes to organisation strategy</li> </ul>

<b>Role-specific Competencies</b> (Role-specific competencies are those Competencies which may apply specifically to the role)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
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<b>Make decisions and implement solutions</b> <i>Reach decisions to resolve problems</i>	1	<ul style="list-style-type: none"> <li>• Make realistic, workable and timely decisions and know when need more time to make the decision</li> <li>• Be aware of the consequences/knock on effects of decision/problem</li> <li>• Accept could get it wrong</li> <li>• Be able to identify, describe and define the problem</li> <li>• Prepare to make the decision/solve the problem, seeing it through accepting full ownership</li> <li>• Engage in meaningful consultation and check all facts before making the decision</li> </ul>
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### Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below.)

#### *Clinical/technical skills/knowledge and/or functional experience for the role:*

- Minimum of 1 years experience in a care environment
- Good communication skills including clear written and spoken English

#### *Relevant clinical/technical, vocational or educational qualifications for the role:*

- Level 3 Diploma in Social Care/Care or related care/health qualification
- QCF Assessor (D32 / D33) desirable or willingness to achieve

#### *Knowledge of software packages:*

- N/A

#### *Staff management skills/experience:*

- Supervisory experience

### Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training 6 months

### How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

### Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%

1	Routine Information Exchange	✓		✓		✓	
2	Agreeing and Interpreting						
3	Leading and Influencing						

## Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Care Home based throughout all units of the home
- Shift work required
- Required to maintain a high level of confidentiality at all times