



Job title Helping Hand
Responsible to Home Manager

Main purpose of the post

Supporting our care teams to meet the well-being, safety and nutritional needs of our residents in our care homes, working under the direction of our care colleagues

Resident Care & Well-being

- Create a welcoming and homely atmosphere for all residents and colleagues
- Assist the care team by observing and monitoring the residents in communal areas to maintain their safety
- Assist residents with their mobility and use of their mobility aids, within level of competence and training
- Create an enjoyable meal time experience encouraging and supporting residents to eat
- Provide, on request, drinks and snacks to residents
- Ensure that residents are warm and comfortable
- Carry out regular checks of each resident, unless otherwise specified in their Care Plan
- Act in accordance with the Social Care Wales Practice for Social Care Workers at all times
- Participate in the emotional and physical care of residents seeking to provide as far as possible, a happy stimulating and stable environment
- Encourage each resident within their capabilities to be as independent as possible and enable them to exercise informed choice taking into account any risk involved

Service Delivery

- Contribute to the upkeep of residents living environments and where required undertake domestic tasks to assist the smooth running of the Home
- Update daily written reports on residents where appropriate and reporting on observations
- Maintain the security of the Home at night
- Escalate emergency situations to the most senior person on shift
- To be responsible for the protection of vulnerable adults from abuse

General

- To co-operate with Hafod in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post
- To behave in accordance with the company's Values
- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To ensure compliance with Hafod's policies and procedures at all times

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of Hafod

This post is subject to enhanced disclosure as provided by the disclosure and barring service, an executive agency of the home office

To comply with the Social Care Wales registration process

Disclosure is a means for the association to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for posts that involve working with

vulnerable people The association will only request disclosure from those that have been offered employment

Person specification

Qualifications, knowledge and experience

- Have or be willing to work towards QCF L2 in Health & Social Care or equivalent*
- Experience of working in a care setting or caring for a person*

Skills and abilities

- Proficient verbal and written communication skills
- Basic IT literacy

Interpersonal skills

- Caring
- Empathetic
- Active listening skills
- Ability to adapt communication style as appropriate to the situation
- Ability to work as part of a team

Other requirements

- Flexible in relation to working pattern and shifts
- To participate in the working rotas, including evenings, weekends and bank holidays to ensure the efficient provision of care for all residents on a 24/7 basis
- Attendance and participation at training courses at other Hafod locations
- Attendance and participation at all pre-arranged colleague meetings (this is a statutory requirement)
- To represent Hafod and promote the organisation positively

*Points marked with an asterisk are desirable rather than essential