St Monica Trust

Senior Nursing Care Assistant
Role Profile

Senior Nursing Care Assistants provide an essential role in contributing to the smooth running of our nursing care homes for older people. Our Seniors lead on the social care and support our Nurses on the clinical care of our residents.

Reporting to Registered Nurses, Senior Nursing Care Assistants are responsible for allocating duties to a team of Nursing Care Assistants - acting as a role model in the delivery and promotion of best practice at all times. In addition they provide personal care to our residents and support their nutrition, mobility and well-being.

Role purpose:
Offering continuity of care and ensuring residents' physical, social, cultural and spiritual needs are met. Overseeing a team of Nursing Care Assistants under the direction of the Registered Nurses.

Hours of work:
Required hours will be stated on the job advert and will vary according to our needs and sites.

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Duties

1. Practice within the framework established in the Code of Practice for Social Care Workers (General Social Care Council) and CQC Essential Standards of Quality and Safety.
2. Promote compliance with Health and Safety and Food Hygiene legislation at all times.
3. Assist Registered/Lead Nurses with the clinical care of residents.
4. Deliver personal, spiritual, social and end of life care to residents.
5. Under the guidance of the Registered/Lead Nurses, contribute to the operation of the unit in a cost effective and efficient manner.
6. Under the direction of Registered/Lead Nurse allocate work-load to Nursing Care Assistants. Promote and act as role model for best practice at all times.
7. Contribute to the maintenance of documentation, for example care plans and manual handling records.
8. Act in accordance with St Monica Trust's policies and procedures at all times.

Main Tasks

Nursing and care

1. Deliver personal care including dressing, undressing, assisting in and out of bed, toileting, bathing, commode emptying etc.
2. Application of creams and delivery of some clinical duties as directed by Registered Nurse.
3. Delivery of end of life care.
4. Undertake weights (using MUST Tool) and continence assessments as directed by Registered Nurse.
5. Spot, record and refer changes in residents' health and well-being.
6. Conduct risk assessments.
7. Refer all clinical decisions to Registered or Lead Nurses including referring residents for Physiotherapy.
8. Ensure residents meet their external appointments, liaising with families and arranging escorts and cover for escorts when required.
9. Coordinate and ensure the effective delivery of key-worker roles amongst Nursing Care Assistants. Undertake a 'champion' role for key-worker activities.
10. Assist residents during meal times; help residents to choose nutritious foods.
11. Domestic duties such as changing bed linen, making beds, laundry organising, discarding clinical waste.
12. General care and maintenance of equipment and wheelchairs – reporting issues through the correct channels.
13. Escort residents to appointments, activities. Ensuring appropriate level of care remains in place while other carers are off-site.

14. Ensure well-stocked stores, ordering and receiving as appropriate. Passing medical orders to Registered/Lead Nurse.

15. Liaise with health-care professionals and outside agencies.

Additional tasks:

16. Once assessed as competent under the guidance of Registered Nurses, Senior Nursing Care Assistants will also be required to undertake clinical tasks which may include:

- Check blood sugar levels;
- Change simple dressings;
- Administering ear and eye drops;
- PEG feeding;
- Medication administration;
- Observations;
- Venepuncture;
- Catheter care;
- Colostomy care;
- SATs.

17. Specialist dementia care.

18. Undertake key mover role and manual handling training and best practice when trained to do so.

19. In Respite units Senior Nursing Care Assistants are responsible, under the direction of the Registered/Lead Nurse, for admissions, discharges and registration administration for temporary residents.

What our Senior Nursing Care Assistants say:

"We nurture the Nursing Care Assistants and support them, and vice versa. We make the units happy."

"Our role is to help the nurses to manage and run the shift – they rely on us."

"You need to be good at time management. You can be pulled in all directions." "You need eyes everywhere"

"It's a worthwhile job, I love it!"

"We make sure everything runs, make things happen."

Well-being

20. Help to embed a culture of meaningful social activities for residents. Encourage, facilitate and devise social and spiritual activities for residents to take part in.

21. Organise trips and parties for special occasions. When required or when instructed by Registered/Lead Nurse, organise resident family meetings and events.

22. Undertake some light shopping duties on behalf of resident – in line with St Monica Trust's policies and procedures.

23. Play a key role in settling in new residents.

24. Build relationships with family and friends. Involve family/friends in activities and ensuring they remain a large part of residents' day to day lives.

25. Deal diplomatically and sensitively with residents who have difficult or challenging behaviour. Step in to relieve other team members when necessary.

26. Supporting residents through recovery of illnesses, conditions or injuries (such as a stroke or fractures) - encouraging rehabilitation by facilitating activities.

27. Give emotional support to residents, their families and friends when necessary.

28. At all times promote and ensure a high standard of care and reputation of the Trust.

Managing performance and service delivery

29. Act as role model to Nursing Care Assistants, promoting best practice in all duties undertaken and in compliance with St Monica Trust's policies and procedures.

30. Under direction of Registered Nurse, responsible for running and coordinating the shift.

31. Allocate work and duties to Nursing Care Assistants as directed by Registered Nurse.

32. Identify training needs of Nursing Care Assistants and refer them to Care Home Manager or through correct channels.

33. Ensure staffing levels are maintained. Encourage a flexible culture within the team. Identify cover for Seniors when necessary and be aware of shift rota and general resource management.

34. Deliver informal coaching and guidance as instructed by Registered Nurse or Care Home Manager/Deputy or when identified, and if appropriate when spotted 'on the ground'.

35. Trouble-shoot issues or problems with residents and/or team members, referring concerns to appropriate level when necessary.

36. Support Care Home Manager in the recruitment and selection of new Nursing Care Assistants.

37. Support Nurses in the induction of new Nursing Care Assistants. Monitor progress and act promptly on development needs. Distribute CPD folders and induction packs. Introduce new staff to key personnel and colleagues, familiarise with unit. Monitor performance at a local level in the first few weeks and act as a mentor for new joiners.

38. Oversee Bank and Agency workers – allocating work and general line management responsibilities.

39. Motivate and inspire Nursing Care Assistants in the delivery of a high quality service and to work effectively and efficiently as a team.

40. Attend and contribute to staff meetings and communications – regularly checking email and notices for general information.

41. Contribute to appraisals and performance management meetings for Nursing Care Assistants.

42. Maintain own skills set and knowledge on best practice, care and dementia care legislation/developments.

Monitoring and record keeping

43. Under direction of Registered Nurse ensure documentation is completed and maintained for inspection at all times.

44. Maintain team communication records – embed information-sharing practices as part of the team working ethos of the care home.

45. Work in compliance with best practice, Fire Safety, Health and Safety regulations and CQC Essential Standards of Quality and Safety. Help to maintain a safe environment. Holder of fire phones and associated procedures.

46. Comply with the Trust's Infection Control policy & procedure and observe the code of confidentiality.

47. Keep updated with manual handling procedures and to be aware of individual residents' manual handling profiles.

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Person specification

The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.

Skills and competencies

Communication:

- Record events and deliver instructions clearly.
- Maintain paper and electronic records (as appropriate) – ensuring documentation is up to date, clear and available for review at any time.
- Undertake 'role model' status for colleagues; promote high standards at all times.
- Advocate culture of communication and information sharing between team members.
- Negotiate terms or principles of working/business with external suppliers or partners.
- Regularly review internal and external communications (post, emails, memos, notice boards) responding promptly or as required.
- De-escalating skills – managing distressed residents or relatives in a sensitive manner.

Thinking Style:

- Pre-empt issues and trouble-shoot problems before or as they arise.
- Respond to queries and problems effectively and in a considered manner.
- Refer technical decisions which are out of scope of role to line report or next in charge on duty.
- Maintain own skills set, knowledge and best practice.
- Identify and recommend learning and development areas for colleagues.
- Progress team to shared goals under the direction of team leader or line manager.
- Provide feedback to colleagues in a constructive and supportive manner.
- Challenge or suggest new ways of working to promote the efficiency of the unit or team.

Time Management:

- Share responsibility to ensure appropriate staffing levels are maintained on duty at all times.
- Motivate, inspire and drive colleagues to meet time demands of the role.
- Champion the role of 'key-worker' to encourage quality time for residents.
- Under direction of team leader or line manager, ensure the effective running of the unit or department.
- Delegate or share tasks and activities appropriately balancing efficiency with the demands of the role.

Well-being and Values:

- Demonstrate sensitivity to individuals' needs.
- Promptly respond to, or refer to team leader/line manager (as appropriate to role), issues of residents or colleagues health or well-being.
- Contribute to the facilitation and encouragement of well-being in residents and colleagues.
- Advocate a positive and professional environment.
- Contribute to maintaining a safe and secure environment – reporting faults, repairs or hazards through appropriate channels.

Working with others:

- Liaise with external partners and contacts in a professional and friendly manner.
- Listen to new ideas of colleagues'.
- Contribute to team meetings.
- Encourage a flexible culture within the team – stepping in to relieve colleagues during pressured times or when needs dictate.

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Leadership:

- Deliver informal coaching and guidance as instructed by team leader/line manager and if appropriate when spotted 'on the ground'.
- Support team leader/line manager in recruitment and selection of new colleagues.
- Oversee Bank and Agency workers, allocating work and general line management responsibilities.
- Contribute to colleagues' appraisals.
- Where relevant, conduct return to work interviews as directed by team leader/line manager.

Technical skills, knowledge, qualifications and experience	Essential	Desirable
Ability to attend to personal care needs such as feeding, bathing and toileting	✓	
Knowledge of issues and legislation surrounding caring for older people and people with dementia.	✓	
Experienced in social care with older people, disabled people and/or people with dementia.	✓	
Experience of working in a nursing home/hospital/sheltered housing or social care setting or working with older people.		✓
Level 2 Diploma/ NVQ Level 2 in Health and Social Care for adults	✓	
Level 3 Diploma/ NVQ Level 3 in Health and Social Care for adults		✓
Level 2 or 3 Diploma/NVQ Level 2 or 3 in Awareness of Dementia		✓
Experience of supervising team members		✓
Experience in undertaking risk assessments		✓
Experience of writing or maintaining care plans/other documentation	✓	
Good practice in relation to First Aid and Manual Handling	✓	
Good food and hygiene practices	✓	

Additional information

- Duties must be carried out in compliance with St Monica Trust's Equal Opportunities Policy.
- This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. There will from time to time be a variation of duties depending on residents' and units' needs.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application.

Below shows the typical staff reporting structure of St Monica Trust's Nursing Care Homes.