

Care Assistant (Waking Nights)

Working as part of the night team, you will promote residents' independence wherever possible while responding sensitively to their individual physical and emotional needs. You will help create a calm, safe and reassuring environment, ensuring residents receive outstanding care during overnight hours.

Location:	Stichell House, Greatham, Hartlepool
Hours:	Full-time and part-time opportunities available Working a rolling rota including nights, weekends and Bank Holidays
Responsible to:	Registered Manager / Duty Manager / Senior Care Assistant
Job Purpose:	To provide compassionate, high-quality care and support to residents throughout the night, ensuring their comfort, dignity, safety and wellbeing
Salary:	£13.38 per hour
Key requirements:	Availability to work overnight (Typical shifts: 22:00 – 08:00)

About Stichell House

Stichell House is a purpose-built residential home set within the beautiful grounds of the historic Greatham Estate in Hartlepool. Providing accommodation for 35 residents, we are committed to delivering outstanding person-centred care in a warm, welcoming and supportive environment.

At The Greatham Foundation, we believe every person deserves to live with dignity, independence and choice. Our Care Assistants are central to making this happen every day. We recruit people who share our values of kindness, compassion, respect and excellence.

Key Responsibilities

Deliver Outstanding Person-Centred Care

- Deliver high-quality personal care in accordance with individual care plans
- Support residents with washing, dressing, continence care and personal hygiene while maintaining privacy and dignity
- Promote independence, encouraging residents to do as much for themselves as possible
- Support residents with nutrition, hydration and preparing drinks where required
- Provide reassurance and emotional support to residents who may be anxious, confused or distressed during the night
- Deliver compassionate end-of-life care in accordance with residents' wishes and agreed care plans
- Build positive relationships with residents, relatives and colleagues

- Recognise and respond sensitively to behaviours that may challenge, using a calm, person-centred approach that promotes wellbeing and minimises distress.
- Understand the individual needs, life history and preferences of residents, adapting your approach to provide personalised support, particularly for people living with dementia.
- Respect each resident's right to make choices about their care wherever possible, supporting them to maintain control over their daily lives

Night Care Responsibilities

- Carry out regular wellbeing and safety checks throughout the night
- Respond promptly to call bells and emergencies
- Maintain a calm and peaceful environment that promotes restful sleep
- Complete overnight cleaning and housekeeping duties appropriate to maintaining a safe and pleasant environment
- Ensure communal areas remain clean, tidy and safe
- Report any maintenance issues or hazards promptly

Safe Care

- Read, understand and follow individual care plans and risk assessments
- Safely use moving and handling equipment in line with training and residents' assessed needs
- Recognise and promptly report any changes in residents' physical or mental wellbeing
- Maintain accurate electronic care records and complete all required documentation
- Follow safeguarding procedures and immediately report any concerns
- Report accidents, incidents, near misses and concerns in accordance with organisational procedures
- Support effective infection prevention and control practices

Communication and Relationships

- Communicate with residents, families, colleagues and healthcare professionals in an open, honest, accurate and respectful manner, using language and communication methods appropriate to the individual
- Develop positive, professional relationships built on trust, recognising the privileged position of supporting people
- Listen actively to residents, ensuring their wishes, preferences and concerns are heard, respected and acted upon
- Promote residents' dignity, privacy, choice and independence in every interaction
- Work collaboratively with colleagues to ensure continuity of high-quality care and effective handovers between shifts.

Professional Practice

- Recognise and uphold the position of trust placed in you by residents, their families and colleagues, acting professionally, ethically and with integrity at all times
- Maintain confidentiality and handle personal information sensitively and in accordance with GDPR and organisational policies
- Demonstrate compassion, patience and empathy, particularly when supporting residents who may be distressed, anxious or displaying behaviours that challenge
- Challenge poor practice appropriately and raise any concerns relating to the quality or safety of care through the appropriate channels
- Act as a positive ambassador for The Greatham Foundation and its values

Health & Safety

- Follow all Health & Safety policies and procedures
- Maintain a safe working environment for residents, visitors and colleagues
- Safely manage spillages and environmental hazards
- Ensure equipment is used correctly and report faults immediately.

Learning and Development

- Participate fully in induction, supervision and appraisal
- Complete all mandatory training
- Undertake relevant qualifications as required
- Continually develop your knowledge and skills.
- Reflect on your own practice and seek opportunities to improve

Our Values

Every member of staff is expected to:

- Treat every resident, visitor and colleague with kindness, dignity and respect
- Communicate openly, honestly and respectfully using language appropriate to the individual
- Build trusting relationships while recognising the responsibility and privilege of supporting vulnerable people
- Respect each person's individuality, beliefs, culture, identity and life experiences
- Support people to exercise choice, independence and control over their lives
- Respond calmly, professionally and sensitively to behaviours that may challenge
- Be compassionate, reliable and accountable in everything you do
- Work collaboratively to deliver safe, high-quality, person-centred care.

General Responsibilities

- Attend staff meetings and training sessions
- Maintain accurate electronic records
- Promote The Greatham Foundation positively at all times

- Maintain confidentiality
- Comply with all organisational policies including safeguarding, equality, health and safety and GDPR
- Undertake any other reasonable duties consistent with the role

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Factor	Essential	Desirable
Qualifications	Willingness to undertake all mandatory training and work towards relevant care qualifications	NVQ/QCF Level 2 in Health & Social Care (or equivalent) Additional relevant health or social care qualifications
Experience	At least three years' experience of supporting older people or vulnerable adults Experience of delivering person-centred care and supporting individuals to maintain independence, dignity and choice. Experience of building positive relationships with residents, families, colleagues and other professionals Experience of following care plans and reporting changes in an individual's wellbeing	Experience supporting people living with dementia
Knowledge	Good understanding of person-centred care and the importance of promoting dignity, choice, privacy and independence Understanding of safeguarding vulnerable adults and recognising and reporting abuse Knowledge of confidentiality, GDPR and the importance of maintaining accurate records Understanding of equality, diversity and non-discriminatory care practice Awareness of health and safety responsibilities within a care environment	Understanding of the regulatory requirements relating to residential care services, including CQC standards Knowledge of The Greatham Foundation's mission, vision, values and services
Skills & Abilities	Excellent interpersonal, verbal and written communication skills, with the ability to communicate openly, honestly and respectfully using	Competent IT skills, including experience of electronic care planning systems

	language appropriate to the individual Ability to build trusting relationships while recognising the professional position of trust held when supporting vulnerable people Ability to deal calmly, professionally and sensitively with behaviours that may challenge Kind, caring, compassionate and respectful approach to supporting others Ability to maintain accurate written and electronic care records Ability to follow care plans, policies and procedures consistently Ability to work independently during night shifts whilst contributing effectively as part of a wider team Good organisational and time management skills Ability to remain calm under pressure and respond appropriately in emergency situations Ability to use initiative whilst recognising when advice or support should be sought.	
Values & Personal Attributes	Demonstrates kindness, compassion and empathy in all interactions Committed to delivering high-quality, outcome-focused, person-centred care Treats everyone with dignity, respect and fairness regardless of their background, beliefs or circumstances Professional, honest and acts with integrity at all times Open-minded, non-judgemental and approachable	

	Reliable and flexible Committed to continuous learning and professional development Willing to work waking nights, weekends and Bank Holidays on a rota basis Maintains a clean, professional appearance and acts as a positive ambassador for The Greatham Foundation	
Other Requirements	Satisfactory Enhanced DBS check Right to work in the UK Ability to undertake the physical requirements of the role, including moving and assisting residents safely in accordance with training and risk assessments	