

Care Assistant

Working as part of a caring and supportive team, you will assist residents with their daily living needs while encouraging choice, maintaining independence and helping them enjoy meaningful activities and social interaction.

Location:	Stichell House, Greatham, Hartlepool
Hours:	Full-time and part-time opportunities available (shifts between 07:00 – 22:00). Working a rolling rota including nights, weekends and Bank Holidays
Responsible to:	Registered Manager / Duty Manager / Senior Care Assistant
Job Purpose:	To provide high-quality, compassionate and person-centred care that promotes each resident's independence, dignity, wellbeing and quality of life
Salary:	£12.98 per hour

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 care in accordance with individual care plans, ensuring residents' dignity, privacy and independence are promoted at all times
- Support residents with personal care, including washing, dressing, grooming, continence care and mobility
- Encourage residents to remain as independent as possible by supporting them to make choices and participate in daily life
- Deliver compassionate end-of-life care in accordance with residents' wishes and agreed care plans
- 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

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

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
- Listen carefully to residents, ensuring their wishes, preferences and concerns are respected and acted upon
- Build positive relationships with residents, relatives and colleagues
- Work collaboratively with colleagues to ensure continuity of care through effective communication and handovers
- Respond calmly, sensitively and appropriately to residents who may become distressed or display behaviours that challenge.

Supporting Daily Living

- Assist with serving meals and refreshments and encourage good nutrition and hydration
- Support residents to access communal areas, activities and outings where appropriate
- Promote a positive, homely environment where residents feel safe, valued and respected

Professional Practice

- Demonstrate kindness, compassion and professionalism in every interaction
- Recognise the position of trust placed in you by residents and always act with honesty and integrity.
- Maintain confidentiality and comply with GDPR and organisational policies
- Promote equality, diversity and inclusion, respecting each resident's background, beliefs and life experiences
- Challenge poor practice appropriately and raise concerns where quality or safety may be compromised.
- Act as a positive ambassador for The Greatham Foundation and its values

Health & Safety

- Follow all Health & Safety policies and procedure
- Work safely and in accordance with organisational policies and procedures

- Maintain high standards of infection prevention and control
- Report hazards, defects and maintenance concerns promptly
- Ensure equipment is used safely and correctly

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

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

Care Assistant

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	Experience of supporting older people or vulnerable adults in a care, health or community setting Experience of delivering person-centred care and building positive relationships with residents, families and colleagues Experience of following care plans and reporting changes in an individual's wellbeing	Two years' experience in residential care Experience supporting people living with dementia Experience using electronic care planning systems
Knowledge	Understanding of person-centred care, dignity, choice and independence Knowledge of safeguarding vulnerable adults and recognising and reporting abuse Understanding of confidentiality, GDPR and the importance of maintaining accurate records Awareness of equality, diversity and non-discriminatory care practice Knowledge of health and safety responsibilities within a care environment	Understanding of CQC regulations and best practice standards Knowledge of The Greatham Foundation's mission, vision, values and services
Skills & Abilities	Excellent communication and interpersonal skills with the ability to communicate openly, honestly and respectfully Ability to build trusting relationships while recognising the responsibility of working with vulnerable people Ability to deal calmly, professionally and sensitively with behaviours that may challenge Kind, caring, compassionate and	IT skills, including experience of electronic care planning systems

	respectful approach to supporting others Ability to respond calmly and sensitively to behaviours that may challenge Ability to maintain accurate written and electronic records Ability to work independently and as part of a wider team Ability to use initiative whilst recognising when advice or support should be sought.	
Values & Personal Attributes	Passionate about delivering outstanding, person-centred care Professional, reliable and trustworthy Respects the dignity, individuality and rights of every resident Flexible and willing to work a rota including weekends and Bank Holidays Committed to continuous learning and professional development Open-minded, respectful and non-judgemental Maintains professionalism and integrity at all times	
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	