

JOB DESCRIPTION

Name of Employee:

Position Held:

Care Co-ordinator

**Minimum Hours Worked:
(net of breaks)**

This role requires a minimum of 22 hours worked per week. Additional hours are available for this position and will be discussed and agreed upon during your interview.

Care Home:

Date employment commenced:

Reporting to:

Senior Care Assistant

Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews

- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a www.carehome.co.uk Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

Job Purpose

The purpose of this role is to provide the highest possible levels of care in supporting and assisting our residents in all aspects of daily living. You will also be responsible for promoting our residents independence with a focus on choice, dignity and respect, alongside promoting their physical and emotional wellbeing. A key part of this role is supporting the Senior Care Assistant on shift, assisting them with delegating work, medication and supporting colleagues to ensure that high standards are maintained, and paperwork is completed correctly.

Objectives of Role

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one to ones and will contribute to your end of year appraisal rating and pay review.

Objectives	Allocation (%)
Ensure you are recording a minimum of 3 entries in the residents records on CareVison per hour that you work. This data is obtained from CareVision and the Team Members Information sheet.	25%
To be in attendance in a resident's bedroom on average 3 times per hour that you work. This data is obtained from Medicare and Team Members Information sheet.	25%

Add in Mandatory 3 rd Objective, from the Optional List	25%
Add in Mandatory 4 th Objective, from the Optional List	25%
Total	100%

You will have 2 additional objectives that are personal to you. They will be set by your manager for you to work towards throughout the year.

Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

- ✿ Salary – We pay top quartile market salaries
- ✿ Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase
- ✿ [Bonus - 10% of salary based on SMART objectives paid quarterly]
- ✿ Holiday - 28 Days including Bank Holidays
- ✿ Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to
- ✿ Bonusly Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives
- ✿ Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500
- ✿ Refer a friend incentive - Up to £1,000 for referring a suitable team member
- ✿ Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!
- ✿ Short Notice shift incentives
- ✿ Employee Assistance Programme - Access to free counselling and valuable well-being advice 24/7
- ✿ DBS check – We pay for this
- ✿ Uniform – We provide as many uniforms as you require (subject to fair use policy)

Person Specification

Jasmine Values

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care
- 2) Committed to Training & Development
- 3) To want to be One Big Team

- 4) To Communicate Openly, Honestly & Effectively
- 5) To Have & Reward a Strong Work Ethic
- 6) To provide a Positive Working Environment
- 7) To provide a Homely place for our Residents to live
- 8) To Embrace Change Positively
- 9) A belief that everyone is an Ambassador for Jasmine
- 10) To act with Integrity by always doing what we say we will
- 11) To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

We also place a lot of importance on both positivity and humility in our leadership team.

Competencies:

- ✿ Ability to work under pressure
- ✿ Excellent people skills
- ✿ A caring and nurturing attitude
- ✿ Positive and enthusiastic outlook
- ✿ Good time management skills
- ✿ Good written and oral communication skills

Skills, experience and professional qualifications:

Relevant Qualification - Required	Relevant Qualification - Preferred	Experience – Preferred	Relevant Qualification - Required
Level 2 Health & Social Care qualification	NVQ Level 3 in Adult Health and Social Care or above	At least one years' experience as a Care Assistant in a residential or nursing home	At least one years' experience in a similar role in a residential or nursing home
			At least two years' experience as a Care Assistant in a residential or nursing home

Key Responsibilities

Caring for our Residents

- ✿ To support the Senior Care Assistant on shift, to ensure the highest standards of care are achieved.
- ✿ Support residents with all aspects of daily living (including personal care).
- ✿ To be involved in the planning of residents' care and to give input during daily report sessions.

- ✿ Promote good practice in all aspects of care, and challenge poor practise from other team members.
- ✿ Adhering to Infection Control Practices as per policy for both the residents, you and your colleagues

Training

- ✿ To keep all mandatory training up to date and complete additional training as required, including Infection Control, Manual Handling and Health & Safety.
- ✿ To attend face to face training sessions as needed.
- ✿ Ensure the Home Manager is kept fully informed of the job holder's concerns, ambitions and development requirements.

Teamwork

- ✿ To support both the Senior and Care Assistants to ensure the smooth running of the shift.
- ✿ Delegate work (under the one to one of the Senior on shift).
- ✿ To keep the Home Manager up to date with shift availability and contact details.

Communication

- ✿ Ensure the Senior Care Assistant is kept fully informed of all major developments (i.e. team members' issues, occupancy, complaints, inspections) at all times.
- ✿ Support team members to complete daily charts and other paperwork correctly.

Work Ethic

- ✿ To work flexibly to meet the needs of the residents.
- ✿ To ensure that you are aware of the team members rota and are punctual for shifts.

Positive Work Environment

- ✿ To be aware of Jasmine Healthcare's philosophy and to contribute ideas to improve the standard of care provided.
- ✿ To maintain a positive and professional outlook whilst at work, and whilst representing Jasmine Healthcare in the community.

Providing a Homely Environment for our Residents

- ✿ To support other members of the team with the tidying of residents rooms and communal areas.
- ✿ Following guidance with Infection Control, the use of PPE and its disposal.
- ✿ Working as a Team to complete any Actions found within the internal Infection Control Audits that occur every 3 months.
- ✿ To report any issues to the Maintenance Person.

Embrace Change

- ✿ To engage with Senior Carers, the Deputy Manager and Home Manager during appraisals and one to one sessions.
- ✿ To contribute to team meetings.

Ambassadorship

- ✿ To maintain a professional attitude when dealing with relatives, outside agencies and other visitors to the home.
- ✿ To conduct show rounds and take enquiries from prospective residents and their relatives.
- ✿ To wear uniform at all times which is clean and presentable.

Integrity

- ✿ To report any safeguarding concerns or concerns about practise to either the Manager or Jasmine's Compliance Support Manager.
- ✿ Ensure you are aware of the home's policies and procedures (e.g. fire, health and safety, manual handling).

Environmental Impact

- ✿ To report any leaks or issues to the Maintenance Person.
- ✿ To be aware of the location of all fuse boards, boilers, water stop taps and regulators for heating.

Additional Responsibilities

The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

Team Member's Signature		Date	
Manager's Signature		Date	