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You supervise and actively deliver at the front line of care, promoting health and wellbeing by helping residents with their personal care and supporting them with all aspects of daily living. Every day is different, and your job is very rewarding. As a leader and supervisor you motivate and support care staff through their induction, supervision sessions and monitor and mentor their day to day performance. You have the highly responsible job of administering and prescribing medication to residents and assist in the management of an effective control and administration system.

Each resident is unique. The care and support they need is individualised and personal to them. You lead by example, treating people with kindness and compassion. Your sensitive and respectful approach ensures residents maintain their dignity and feeling of self worth. You assist residents at difficult times such as during periods of illness, attendance at hospital appointments or sometimes providing palliative care.

Your caring input helps to make these times as easy and comfortable as possible. You contribute to residents' emotional and intellectual wellbeing by getting to know them personally and supporting them to participate in social activities and events. You see the benefit of this stimulation by getting involved with planning, organising and delivering these home activities and functions.

To ensure each resident's needs are continually met, you lead with the responsibility of regular monitoring of their health, care and social needs, plus the preparation, implementation and review of their personal care plan. This involves supervising other team members and liaising with people involved in their care, as well as with the residents themselves, to ensure their needs and wishes are at the centre of the care we provide.

You strongly believe that residents' choice and independence is paramount, and ensure their risk management plans are up to date and all appropriate parties have been involved. You understand the need to support and work closely with residents' families and friends, offering them professional and emotional support.

Career Band 3

**Health & Social Care Team Coordinator**

**Role Profile**

You believe in Abbeyfield's values of Caring, Openness, Honesty and Respect and apply these in all of your dealings with residents, staff and visitors. As an effective and motivational leader you lead by example and understand the importance of timely feedback and praise. You believe that helping others to deliver a great service to our residents is a fundamental part of your job, and you freely share your knowledge and experience to assist others to develop and succeed.

You understand and observe Abbeyfield's policies and procedures to ensure the provision of safe and effective care. You ensure all home and resident records are up to date and the home clean, safe and secure, with the knowledge that this is to protect the residents, the company and yourself. You also ensure you and your team have an up to date DBS certificate that entitles you all to work in a regulated environment. You care for the welfare of each resident and build relationships with them with the understanding that you work in their home rather than them living in your workplace. As such you are flexible as required to achieve excellence.

You personally respect the rights, differences and dignity of the residents and consider this within all dealings and decisions regarding each resident. You also apply this level of respect to your colleagues and all visitors. You are open and honest in your communications and strive to continuously improve whilst taking responsibility for your actions, taking part in training and seeking feedback.

As a senior member of staff you attend and participate, in a professional manner, in relevant meetings, 121 sessions and appropriate training and development sessions. You also maintain confidentiality at all times and uphold and promote equality and diversity in all employment practices and service delivery.

**What you do**

**How you do it**

* Experienced in a health or social care setting, working with older people.
* Either qualified to Level 3 or equivalent or willing to undertake this training.
* A caring person who is empathetic and understands the needs of older people.
* Able to communicate and interact well with a wide range of people in varied situations.
* Patient with the ability to remain calm in difficult situations.
* Able to read, write and work with numbers to a good standard with experience of accurate record keeping and basic care planning.
* A strong and supportive leader and supervisor.
* Able to work on your own initiative and under pressure in a diverse and changing environment.
* Willing and dedicated to carry out training courses and qualifications including Maths and English.

Able to read, write and work with numbers to a good standard.

A strong and supportive team player.mfortable and happy with all areas of the home feeling clean, fresh and welcoming.

You are part of an effective team and contribute as a valued and approachable team member.

You are personally continually improving due to your efforts, positive attitude and the support of your team, managers and the Company.

The reputation of Abbeyfield is enhanced by your contribution to a happy environment and CQC and COSHH compliant processes and procedures.

You work in a way that is in line with all of your personal objectives and to contribute to achievement of the homes overall objectives as stated in the ‘Our *Service Standards’ document. Residents wishes and preferences must be respected and you consult with them regularly to make sure they are happy with how their cleaning and housekeeping is being carried out, as their needs may change.*

*You have high standards of hygiene and infection prevention and control and apply these at all times.*

*You care for the welfare of each resident and build relationships with them on the understanding that you work in their home rather than them living in your workplace. As such you are flexible as required to achieve excellence.*

*You personally respect the rights, differences and dignity of all of our residents and consider this within all dealings and decisions regarding each resident. You also apply this level of respect to your colleagues and all visitors and maintain confidentiality at all times.*

*You are open and honest in your communications and strive to continuously improve whilst taking responsibility for your actions, taking part in training, attending meetings and seeking feedback.*

You care. You want to contribute to the wellbeing of older people and this job gives you the opportunity to do that on a daily basis.

You want to see the team succeed. Your enthusiastic nature motivates others to strive for excellence. You are motivated to assist others and feel a sense of achievement by contributing to their personal and team development.

Success for you and Abbeyfield is:

* Residents feel respected and dignified even during sensitive situations.
* You are part of an effective team and contribute as a valued and approachable team member.
* You are personally continually improving due to your efforts, positive attitude and the support of your team, managers and the Company.
* The reputation of Abbeyfield is enhanced by your contribution to a happy environment and CQC compliant processes and procedures.
* You work in a way that is in line with all of your personal objectives and to contribute to achievement of the homes overall objectives as stated in the ‘Our Service Standards’ document.

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*You are open and honest in your communications and strive to continuously improve whilst taking responsibility for your actions, taking part in training, attending meetings and seeking feedback.*

**Why you do it**

**About You**

* Are in possession of a training or assessment qualification.
* Are currently carrying out continual training and development.

u are personally continually improving due to your efforts, positive attitude and the support of your team, managers and the Company.

The reputation of Abbeyfield is enhanced by your contribution to a happy environment and CQC and COSHH compliant processes and procedures.

You work in a way that is in line with all of your personal objectives and to contribute to achievement of the homes overall objectives as stated in the ‘Our *Service Standards’ document. Residents wishes and preferences must be respected and you consult with them regularly to make sure they are happy with how their cleaning and housekeeping is being carried out, as their needs may change.*

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**You must be:**

**It would be even better if you:**