

Sr. Health Care Assistant

Description

To support the Registered Manager in delivering a high standard of person-centred care, supervising and guiding care staff, maintaining compliance with regulatory standards, and ensuring the safety, dignity, and wellbeing of service users in line with the **Care Quality Commission (CQC)** and **Local Authority** requirements.

Responsibilities

1. Leadership, Supervision, and Staff Development

- Provide daily supervision, guidance, and motivation to care staff to ensure consistent, high-quality care delivery.
- Conduct **regular spot checks, supervisions, and performance reviews** to monitor and improve care quality and compliance.
- Support staff development through **training, mentoring, and induction programmes** in accordance with company and CQC standards.
- Assist the care manager in handling **performance issues, disciplinary processes, and staff evaluations** when required.

2. Rota and Resource Management

- Assist in creating and maintaining **staff rotas**, ensuring all shifts are adequately covered and service continuity is maintained.
- Monitor attendance, punctuality, and timekeeping of care staff, ensuring compliance with company policies.
- Respond promptly to staffing shortages or emergencies by reorganising schedules or providing **direct care cover** when necessary.

3. Risk Management and Quality Assurance

- Conduct **risk assessments** for service users and environments, identifying hazards and implementing preventative measures.
- Review and update risk assessments regularly, ensuring safe working practices and adherence to **Health and Safety regulations**.
- Participate in **internal audits, care reviews, and CQC inspections**, providing documentation and evidence of compliance.

4. Person-Centred Care Planning

- Collaborate with **service users, families, healthcare professionals, and other stakeholders** to create and review **individualised care plans**.
- Ensure care plans are updated to reflect changes in health, preferences, or support needs, promoting independence and wellbeing.
- Monitor and document care outcomes to ensure delivery of compassionate, high-quality support.

5. Incident, Complaint, and Safeguarding Management

- Record, report, and investigate all **incidents, accidents, or safeguarding**

Hiring organization

NDH Care Ltd

Employment Type

Full-time, Part-time

Beginning of employment

Immediate

Duration of employment

Long Term

Industry

Health Care

Job Location

Birmingham

Working Hours

18 hrs to 40 hrs / week

Base Salary

£ Competitive

Date posted

October 11, 2021

Valid through

22.10.2025

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concerns in line with organisational policy.

- Support the manager in addressing **complaints or quality concerns**, ensuring timely resolution and learning outcomes.
- Maintain confidentiality and comply with **GDPR and data protection** requirements at all times.

6. Communication and Coordination

- Maintain regular communication with care teams, service users, and external professionals to ensure continuity of care.
- Respond to calls and messages from service users or staff to address immediate care needs or emergencies.
- Promote positive relationships with service users, families, and external partners, upholding the organisation's values and reputation.

7. Direct Care and Support (When Required)

- Step in to deliver **personal care and support** in accordance with service user plans, including:
- Assistance with bathing, dressing, toileting, and hygiene – their personal care needs.
- Support with **mobility, medication, meals, and hydration, assist with feeding if required.**
- Emotional support, companionship, and promoting independence.
- Accompanying service users to **appointments, community activities, or shopping trips.**
- Monitors service users conditions by taking temperature, pulse, respiration and weight, and contributes to record keeping.
- Report both verbally and in writing on service users general condition and wellbeing.
- Maintain a clean and safe environment for service users and staff.
- Assist in the collection of specimens and samples.
- Report accidents and incidents to the senior member.

8. Health, Safety, and Compliance

- Ensure compliance with the **Care Act 2014, Health and Social Care Act 2008 (Regulated Activities), CQC Fundamental Standards, and Health and Safety at Work Act 1974.**
- Promote a safe working environment by adhering to infection prevention and control protocols.
- Maintain accurate and up-to-date records of care delivery, risk assessments, and health and safety checks.

Qualifications

- Minimum of **1 years' experience** in a health care assistant role.
- Up-to-date **training in moving and handling, first aid, medication administration, and safeguarding.**
- Valid **UK driving licence and access to own transport** – Desirable.

**** A full training will be provided by the NDH Care. ****

Job Benefits

- **Competitive hourly rate** depending on qualifications, experience, and regional pay standards.

- Pay reviewed annually in line with **industry benchmarks and government wage standards**.
- Opportunities for professional development and progression within the organisation.
- Paid training, uniform, mileage allowance, and statutory holiday entitlements.
- We offer a competitive pension scheme to support your long-term financial wellbeing.
- **Funded training** — NVQ Level 3/4 qualifications, dementia care or medication management courses.
- This position is open to applicants who require work authorisation.
- Company events
- Company pension
- Employee mentoring programme
- Free flu jabs
- On-site parking
- Sick pay