

JOB DESCRIPTION

Job Title: Caregiver – Level 4a and 4b

CONTEXT OF THE JOB

- The purpose of the job is to provide residents with a high level of care and comfort (under the guidance and supervision of qualified nursing staff and management)
- The job reports to the Care Home Manager and Direct Supervisor – Ward/Unit
- This job description was reviewed in July 17

KEY COMPETENCIES

- Demonstrate a caring and considerate attitude to residents, visitors and other staff
- Demonstrate an ability to lead a team and work well within it
- Demonstrate an ability to adapt to change and work efficiently under pressure
- Demonstrate an ability to communicate well with others; older people in particular
- Demonstrate an ability to act on residents' concerns, recognise changes in resident's well being and directly provide help and support or seek advice from qualified staff
- Demonstrate an understanding of safe care and practice in one's daily work
- Have an understanding of the process of responding to enquiries and show potential clients through the care home
- From time to time may perform performance review on other caregivers
- 100% competencies applicable to their area:
 - Hoist / Manual handling
 - Restraint
 - Wound Management
 - Medication
 - Controlled Drug
 - Blood Sugar Levels
 - Current first aid and CPR certificate
 - Oxygen administration
 - Nebuliser use
- Level 4 Caregivers work under the supervision of a qualified Nurse.
- They assist qualified Nursing staff with allocation of residents to Caregiving staff and carry out selected tasks
- Knowledge and skills are updated and reviewed annually and competency checks are carried out at the end of all training
- Level 4 Caregivers, must ensure recordings are documented into the resident's clinical record
- Level 4 Caregivers are permitted to carry out the following selected tasks (following being assessed as competent):
 - Administer suppositories and enemas
 - Administer PEG feeds
 - Dress simple wounds e.g. small skin tears 2.5cm and less only
 - Measure Blood Sugar levels
 - Take blood pressure, temperature, pulse and respirations and neurological recordings.

- Level 4 Caregivers must report all of the following to the qualified Nurse (on site or on call):
 - Any change in a resident's health status
 - Results of any recordings
 - Status of any small wounds following dressings
 - Any incident or event that has resulted in a resident being harmed
- Level 4 Caregivers may not:
 - Diagnose or interpret results i.e. from blood sugar levels or recordings
 - Initiate actions or interventions unless directed by the qualified Nurse except in an emergency situation
 - Relay information to residents' families or respond to any resident enquiries unless directed by a qualified Nurse

KEY TASKS AND RESPONSIBILITIES

1. Treat residents with respect and dignity

- Help residents by showing compassion and care
- Accept and respect each resident as an individual and act in their best interests
- Be familiar with each resident's Life History or "Map of Life"
- Have a working understanding of the Code of Rights and behave in a way that respects these rights for residents
- Respect the different customs, beliefs and cultural needs of each resident
- Respect the confidentiality and privacy of residents at all times

2. Assist and support residents in their daily life

- Prioritise meeting the needs of residents and provide all care in accordance with the resident's care plan
- Follow instruction from qualified staff and seek advice if unsure
- Manage time efficiently and organise work effectively in order to complete tasks within the time available
- Actively encourage residents to be as independent as possible
- Document relevant information accurately and report problems, concerns or changes in the resident's condition immediately to the senior member of staff

3. Understand the organisation's policies and procedures

- Have a working knowledge of and follow the Bupa policies, procedures and work instructions applicable to your role
- Understand and follow the Infection Control & Occ. Health and Safety policies
- Understand the complaint process and refer all complaints to senior staff in accordance with our complaints policy
- Understand the principles of marketing our service and Care Home

4. Take part in quality improvement activities

- Take part in audits and corrective actions as requested
- Contribute to quality improvement initiatives (aimed at better care)
- Actively take part in unit / staff meetings
- Be a member of at least one quality type forum such as restraint, infection control, quality, fall focus, etc.

5. Contribute to the development of a positive, safe, homely environment for residents, visitors and staff

- Recognise that the Care Home is the resident's home
- Treat all residents, visitors and staff with respect and tolerance
- Help to maintain all areas in a clean, tidy state
- Adhere to Bupa Code of Conduct

6. Ensure the safety of yourself and others within the workplace

- Follow sound personal and professional hygiene, ensure equipment is used safely and appropriately and report any unsafe or defective items immediately
- Report and document all incidents of harm to staff or residents immediately to a senior member of staff and document
- Report and document any hazards identified in the workplace immediately
- Be familiar with the appropriate steps to take in an emergency including fire evacuation (and attend fire training annually) and be able to lead this evacuation if working in a Team Leader capacity.

7. Develop and maintain excellent standards and work practices

- Ensure conduct is in keeping with Bupa's Code of Conduct, Vision, Promise and Values
- Attend duty on time & wear an appropriate uniform in a tidy manner
- Attend all compulsory and/or relevant education sessions
- Actively participate in an annual performance appraisal
- Share skills and knowledge with other staff
- Support and model good work practices to new staff
- Work in a cooperative and friendly manner with all members of the team
- Hold a leadership role in the Care Home e.g.
 - Team leader of area or shift
 - H&S Committee/Quality Committee
- Lead on supplies
- Take a leadership role on Bupa quality initiatives (i.e. Personal Best)

EXPERIENCE, TRAINING AND QUALIFICATIONS

- Secondary school education (three years or more) is highly desirable
- Work experience of 1-3 years at least, (preferably in aged care) is desirable
- Have excellent literacy and numeracy skills
- Achievement and completion of the attached Bupa Competencies, as well as the NZQA Certificate in Health and Wellbeing Level 4 or equivalent programme, including Dementia Unit Standards.

OTHER RELEVANT INFORMATION:

A reasonable level of fitness is required because of the nature of care giving as a job. We provide 24 hour services, 7 days a week. Care staff regularly work rostered shifts and from time to time. The employee may be asked if they can work overtime to help in the delivery of care to residents.

VISION & VALUES OF BUPA

Bupa's purpose is to help people live longer, healthier, happier lives.

We do this through our vision of 'taking care of the lives in our hands'. Our strong caring ethics, dedication and respect are valued by people at some of the most vulnerable times in their lives. So trust is intrinsic to the way we operate as a business, wherever we are in the world.

The Bupa Promise – know me and my needs, help steer my decisions, be there when I need you – is **what** we deliver for our residents

Our values

At the heart of our service are our values. These are the principles that determine the way we behave and what we believe. They also bring us together as a family, giving us a common culture, and they inspire trust and loyalty in our people.

Passionate 	Full of energy Love what we do and why we do it Love our customers
Caring 	Big-hearted and compassionate Treat people with respect and kindness Everyone and everything matters
Open 	Seek new ideas and other points of view Share freely Really listen and understand Embrace diversity
Authentic 	True to yourself Genuine and honest Say what we mean, mean what we say
Accountable 	Always responsible Take ownership Make it happen
Courageous 	Be brave Dare to try Speak up
Extraordinary 	Go above and beyond Be the best we can dream to be Deliver outstanding results, big and small

Signed _____ (Employee)

_____ (Employer)

Date _____

A job description is intended to give an appreciation of a role, the range of work and responsibilities involved and the important company values. The job description may be altered or added to from time to time.

CAREGIVER - LEVEL 4 - COMPETENCIES:

Maintenance of relevant Bupa competencies, achievement of all objectives/criteria listed below, achievement of a satisfactory Performance & Self-Appraisal.

	A	N/A	A	N/A
1. Demonstrates positive and effective leadership in their role and also demonstrates good understanding of the collaboration process with the RN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Medication Administration – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Controlled Drug Administration – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Blood Sugar Level and Insulin Administration – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. *Oxygen Administration – Bupa Competency (WHERE APPLICABLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. *Nebuliser – Bupa Comp (WHERE APPLICABLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Commencement of remaining Dementia Unit Standards (WHERE APPLICABLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Wound management – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Clinical Assistant / Senior Caregiver – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Attendance of at least 1 hour per month OR a minimum of 12 hours per year, to Internal Bupa Core Education Sessions – Toolboxes and/or Formal sessions etc AND attendance to a minimum of 2 staff meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Achievement of at least ONE of the following: Takes up a role in H & S OR Infection Control OR Restraint OR Quality committee, OR acts as Fire Warden, OR holds a NCSOP, OR holds current CPR/First Aid certificate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Uses knowledge and experience to be able to problem solve most challenges faced and works with minimal supervision and guidance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Participation in audit processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Contributes to quality improvement by proposing quality actions and participating in quality initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CAREGIVER – LEVEL 4 - COMPETENCIES (CONTINUED):				
<i>Maintenance of relevant Bupa competencies, achievement of all objectives/criteria listed below, achievement of a satisfactory Performance & Self-Appraisal.</i>				
	A	N/A	A	N/A
15. Adheres to Position Description / Code of Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Demonstrates positive and effective leadership in their role and also demonstrates good understanding of the collaboration process with the RN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Supported to provide education to peers and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Continuously demonstrates commitment to quality improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Continuously displays appropriate interpersonal communication with residents, families, staff, line manager, management and others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Exceeds accepted documentation standards and actively contributes to care planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Attendance to and participation at Staff meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Assist with 'Buddying' and orientating new staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. *Has started on and is working through formal training e.g. NCSOP (WHERE APPLICABLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Demonstrates and articulates Company values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting Evidence:				
Achieved/Not achieved			Employee	
<i>In consultation with Operations Manager</i>			Line Manager	
			A	N/A
			A	N/A

Signed by Care Home Manager: _____ Signed by employee: _____

Our purpose is
Longer, healthier, happier lives

What: Bupa Promise

Know me
and my needs

Help steer my
decisions

Be there when
I need you

How: Bupa Values



Health & Care