

Role Profile

Care Assistant
Adults

Swindon Borough Council

Role Profile: Care Assistant- Night / Days	**Role Profile Number:** SBC_10362
Directorate: Adults	**Reporting to**: Registered Manager or Senior Team Members
Grade: CFL 3	**Date Prepared**: 20/11/2026

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

- The Case Assistant will provide practical, emotional and physical support for service users within In House services living in a care home.
- The aim being to meet the needs of older people, for them to maintain skills in order to maximise their independence and maintain a high quality of life.
- The care assistant may be asked to work with other groups of service users at the discretion of the Manager.

Key responsibilities and accountabilities:

1. Day Staff: To be available to work within a flexible rota during days, weekends and bank holidays, to cover the needs of the service users.

2. Night staff: To be available to work within a flexible rota night, weekends and bank holidays, to cover the needs of the service users.

3. To encourage and enable service users to develop and maintain skills to maximise independent living within a care home setting under the direction from senior staff.

4. To assist service users with personal care as directed by their care plan and with nutritional intake as directed by their care plan.

5. As appropriate and in consultation with the Manager or senior staff, address issues of concern on behalf of the service user.

6. Maintain accurate and up to date records of work with service users, including report writing of occurrences and reporting any accidents or incidents that occur.

7. Attend training courses to improve and broaden knowledge and skills base and to keep up to date with current issues.

8. To work and adhere to the principles of our policies and procedures for example confidentiality, data protection act, together with national guidance and policies for supporting and valuing people.

9. To participate in regular building checks throughout the day/night for the safety of service users. Family, friends and staff team.

10. To provide emotional support for sick and dying service users in conjunction with family, friends and staff team.

Supplementary Accountabilities:

- To participate in moving and handling training and use equipment such as transfer boards, slide sheets, turntables and hoist as set down in service users care plans.

- To be aware and comply with Health and safety, Manual handling, COSSH Food Hygiene Fire, First aid, and accident. Incident policies as set down by the organisation.

- To assist the domestic staff in cleaning service users' bedrooms, i.e. bed making cleaning of commodes and serving of meals when required. Or any other domestic task as required by the Manager

Professional:

- Developing and maintaining effective relationships and communication with internal and/or external service users and families.
- Maintain confidentiality , whilst only sharing information on a "need to know basis".
- To be able to communicate the needs of the service users to senior staff.
- To attend and participate in regular team meetings and supervision and maintain regular contact and communication with other team members.
- Communicate with service users at a level that they understand, whilst being respectful and
- preserving dignity.
- Where joint work takes place, ensure communication with other team.
- Keep accurate and complte records of al contact and service users.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• To work towards gaining NVQ level 2 in Care. • Or health and Social Care, if not currently held	E E
Knowledge and Experience:	
• Experience of caring for older people • Experience of working in the community or care home on a one to one basis with service users. • Knowledge of the issues affecting vulnerable people. • Knowledge of Anti discriminatory practice. • Understanding of health and safety manual handling issues. • Understanding of the need to keep within professional boundaries •	E D E D D E
Aptitudes, Skills and Competencies:	
• To be able to read and write English to record in service udsers files • Excellent communiction skills	E E
Special Conditions of Recruitment:	
2 week shift rota, with alternate weekend working You will be subject to an enhanced Disclosure and Barring Service Check	E E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.