



Job Description

Holiday Care Assistant

Supported by:	Head of Nursing and Care Quality
Hours:	37.5 we offer a 24 hour experience of fun and entertainment creating and developing positive relationships. We will welcome your support and contribution especially over Christmas and New Year to make magical memories for our guests.
Location:	Revitalise

Providing unforgettable holidays for over 50 years

Revitalise is both the UK's largest provider of respite holiday breaks, and the UK's largest residential volunteering charity. With 50 years' experience our three holiday centres now provide close to 5,000 essential breaks each year for disabled people and those who care for them.

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

Your role

To deliver modern high quality care for disabled people in a holiday/respite setting.



Skills and Experience

- Previous experience in a care setting is an advantage. Previous experience in working as part of a team in a work environment is important. To have worked with people with physical disabilities is also an advantage.
- Excellent organisation, administrative, written and verbal skills.

Scope of Role

1. To empower and support our guests with their individual needs according to their personalised Holiday Plan.
2. Enjoy working with volunteers of all ages from a wide variety of backgrounds and cultures.
3. Take pride in recording the support you have offered our guests by keeping accurate records and communicating clearly with your team members.
4. Encourage guests to offer feedback on the service we offer.
5. Be committed to offering an outstanding service which is safe, caring, responsive, effective, and well led.
6. Commit to attending team training and meetings.
7. Uphold working practices within the boundaries of the Health and Safety at work act.
8. Support wider centre teams as part of a holistic approach to service delivery.

Your Personal Development

1. To undertake any further training as necessary.
2. To keep abreast of current trends in social care.



Person Specification

This position requires you to have at least an NVQ 2 or equivalent in Health and Social Care, and to be willing to undertake training to achieve NVQ2.

Personal Qualities

- Reliable and enthusiastic team member
- Flexible and adaptable
- Ability to promote and secure professional standards within a holiday environment
- Good organisational skills.
- Good timekeeping.
- To be able to work to a high standard with minimal supervision.
- Ability to work in a supportive and supervisory role to volunteers

Critical Skills for Holiday Care Assistants including Senior HCA and Excursion HCAs

- 1 Kindness and Empathy: A heart-led approach to offering support to another person is an outstanding skill. We are looking for people who can appreciate another persons' challenges and have the strength to offer them support to overcome them
- 2 Professional Approach: The knowledge that the role is a profession, and one which we at Revitalise hold in high regard. We expect that our HCAs see themselves in this regard and project that level of professionalism in their role
- 3 A cheerful demeanour: This is critical to the mission of our charity to develop positive relationships.
- 4 Willingness to learn: The role of the Holiday Care Assistant as with any profession requires a willingness and determination to learn the skills required to carry out the role with care, imagination and enthusiasm.



- 5 A good listener: Listening to our guests, our volunteers, families, carers and colleagues is paramount to the role of the HCA. Active listening skills are a key element of the role
- 6 A good communicator: Face to face, verbal and written.
- 7 Patience: Having patience is a virtue and, and it is rarely more important than in this role
- 8 The ability to think quickly: When your role is working with people, one day will never be the same as another. Things can change quickly and being able to think quickly, with clarity, is important
- 9 Resilience: The ability to recover quickly from challenging situations, 'to spring back' effortlessly
- 10 The ability to be responsible: Holiday Care Assistants are responsible for supporting our guests with their care needs and to that end they must always act in a responsible manner.

Additional Skills for Excursion Health Care Assistants:

1. Ambassador: As an excursion Holiday Care Assistant, you are an ambassador of Revitalise
2. Safe Practice: you are responsible for our guests in the public space and therefore must be mindful of maintaining a safe environment
3. Safe Driving: you are responsible for safe driving of the Revitalise mini bus and ensuring you adhere to the Highway Code



Additional Skills for Senior Health Care Assistants:

1. Leadership: As a senior Holiday Care Assistant, you are responsible for leading care by example of outstanding practice. You will actively lead the team ensuring that you work closely with less experienced HCAs to support and coach them.
2. Management: As a senior Holiday Care Assistant, you will be invited to manage the holiday centre alongside the Registered Nurse on duty on occasion and support the senior management centre team.
3. Champion: You may be offered the opportunity to champion specific areas of care across the centre and/or train as a trainer for manual handling