



Job Description

Holiday Care Assistant

Supported by: Head of Nursing and Care Quality

Hours: 37.5 hrs per week

Location: Jubilee Lodge, Grange Farm, High Road, Chigwell, Essex IG7 6DP

Annual Leave: 23 + 8 days per annum including bank holidays

A Contributory Pension Scheme is available to all employees.

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

You will be the creator of incredible holiday experiences, making it your mission to give our guests the holiday they're looking for.

You will support our guests offering the highest quality of care and social support to our guests to enable an amazing holiday.

You will be compassionate, a good listener, supportive and above all else, you will take the time to get to know each guest and their care support needs.



You will work with a variety of people, from all backgrounds, who will help you to learn, grow and develop.

Summary of key duties

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 attend 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.

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 with minimal supervision.
- Ability to work in a supportive and supervisory role to volunteers



Critical Skills for Holiday Care Assistance including Nursing Assistant and Excursion HCAs

- 1 **Kindness and Empathy:** A heart-led approach to offering support to another person is an outstanding skill. A person who can appreciate a persons' challenges and have the strength to offer them support to over- come 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 HCA see themselves in this regard and project that level of professionalism in their role
- 3 **A cheerful demeanour:** 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 will form part of the key elements of the role
- 6 **A good communicator:** Face to face, verbal and written.
- 7 **Patience:** Having patience is a virtue and non- other 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 situation, '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 HCAs:

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 Nursing 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 HCA to support and coach them.
2. **Management:** As a senior Holiday Care Assistant, you will be invited to manage the 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