



Holiday Care Assistant

Reporting to: Head of Nursing and Care Quality

Hours: 37.5 hours per week

Location: Revitalise- Sandpipers

Salary: £8.91 per hour

Providing unforgettable breaks for nearly 60 years

Our essential short breaks boost wellbeing, rejuvenate relationships and bring disabled people and carers closer together. We create revitalising breaks filled with entertainment and new experiences, backed up by 24-hour expert care and much needed reassurance for our guests. Without Revitalise, some time away from the challenges of everyday life would simply be out of reach for many disabled people and their families.

At Revitalise, 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/respice setting.

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.

Objectives of Role

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 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 Development

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



The list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant review and appropriate modification.

Person Specification

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

We need you to use the application form or your CV covering letter to give evidence of how you meet the requirements in each point listed below.

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. To have worked with people with physical disabilities is an advantage.
- Excellent organisation, administrative, written and verbal skills.

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



Skills, Knowledge and Abilities

- 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 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 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

In addition, the following are required for this role. However, you do not need to address these in your application

- Evidence of full Covid-19 vaccination, and commitment to undertake all boosters as required by legislation for staff working in registered care homes.



In the interview and selection process, we will be assessing candidates against the following competencies (you do not need to address these in your application form/covering letter).

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is service user/guest and customer focused • Is open to new ideas, continuous improvement and change • Handles situations and problems with innovation and creativity • Shows commercial and financial awareness
Interacting and Influencing	<ul style="list-style-type: none"> • Demonstrates values-driven behaviours at all times • Shows self-awareness • Works well with other people • Collaborates and networks effectively internally and externally • Shows sound communication and influencing skills
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements • Able to think strategically • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role • Has good writing skills at the level required for the job • Plans, organises and manages time well • Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"> • Builds stakeholder involvement into all activities • Aware of own level of cultural competence and proactively seeks to develop • Actively promotes equality, diversity and inclusion among colleagues and service users/guests.



Managing and Empowering (for managers)

- Builds a high performing team
- Provides colleagues with clear direction and support
- Motivates, supports, enables and promotes the wellbeing of their team
- Manages the operational aspects of their function efficiently
- Implements plans, strategies and implements services effectively
- Actively contributes to service growth

To apply

Please send your CV and a covering letter to amorley@revitalise.org.uk. It is important that your covering letter:

- explains why you are interested in this role and in working for Revitalise
- describes your experience and attributes against all the numbered items on the Person Specification for the role, giving us clear examples