



Job Profile template Night Care Worker

JOB TITLE:	Night Care Worker
GRADE:	Scale 2, SCP 2-3
POST NO:	897
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
DIRECTORATE:	Adult Social Care & Health
SERVICE:	Providers and Commissioned Care
REPORTING STRUCTURE Reports to:	Team Leader(s)
Direct Reports:	Number of people directly supervised: None
Indirect Reports:	Number of people indirectly supervised: None

ROLE PURPOSE:

To be responsible to the Registered Manager and Team Leader for providing high-quality night-time care and support to residents, ensuring their safety, wellbeing, dignity, and comfort throughout the night. To maintain the security of the premises and undertake routine health and safety and maintenance checks as required.

To follow departmental policies, operational procedures, and care practice standards of the home, creating a warm, safe, and supportive environment for all residents. To work in accordance with individual care plans, risk assessments, and support guidelines to ensure each resident's needs are met and their welfare is promoted.

Job Description

1. Resident & Community Contribution

- To act as a member of the residential staff team undertaking duties delegated by senior colleagues. To ensure that colleagues are fully informed of recent development at hand-over time.
- To comply with relevant legislation and council policies and procedures. To maintain standards of care and report to the Senior Officer on duty and breaches in professional practice.
- To comply with health and safety policies, and to report any incidents, accidents, risks or hazards to the Team Leader or Care Manager immediately.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- To be responsible for the selection, development and performance of the Providers and Commissioned care team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Reporting any concerns regarding staff performance, conduct, attendance, or training needs to the Team Leader.
- Contributing to the induction of new employees by demonstrating safe working practices and care standards.
- Encouraging colleagues to follow policies, procedures, care plans, and risk assessments at all times.
- Supporting a positive, respectful, and inclusive working environment.
- Attending and contributing to team meetings, supervision sessions, and training as required.
- Leading by example in maintaining professional standards, resident dignity, and person-centred care.

3. Operational Service Delivery

- Deliver high-quality, person-centred care and support to residents in accordance with their individual care plans, risk assessments, and agreed outcomes.
- Ensure the safety, welfare, dignity, privacy, and independence of residents throughout the night.
- Undertake regular welfare checks and observations, responding promptly and appropriately to residents' needs.
- Support residents with personal care, continence care, repositioning, mobility, nutrition, hydration, and other identified needs.
- Accurately complete all care records, monitoring charts, incident reports, and night reports in a timely manner.
- Administer medication, where trained and authorised, in accordance with organisational policies and medication procedures.
- Monitor residents' physical and emotional wellbeing and report any concerns, changes, accidents, incidents, or safeguarding issues to the Team Leader or on-call manager.
- Maintain effective communication with colleagues and ensure comprehensive handovers between day and night staff teams.
- Carry out health and safety checks, including fire safety, security checks, environmental audits, and equipment check as required.
- Promote and maintain a clean, safe, homely, and welcoming environment for residents and visitors.
- Respond appropriately to emergencies, including medical emergencies, fire alarms, and evacuation procedures.
- Support residents with behaviours of concern in accordance with Positive Behaviour Support plans and agreed strategies.
- Maintain confidentiality and comply with data protection requirements at all times.

- Work in partnership with families, advocates, healthcare professionals, and other agencies as directed.
- Contribute to the continuous improvement of the service by identifying and reporting maintenance issues, risks, and opportunities to improve resident outcomes.
- Ensure all practice is compliant with CQC standards, safeguarding requirements, Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS), and relevant legislation and policies.
- Support the maintenance of the fabric, safety, and presentation of the home by completing allocated night-duty responsibilities as directed by the Team Leader, ensuring a safe, secure, and well-maintained environment for residents, staff, and visitors.
- Ensure the security of the building during the night by undertaking scheduled security checks, securing entrances and exits, monitoring visitors, and reporting any security concerns immediately.

4. Service Planning & Development

- To contribute to the ongoing development and improvement of the service by reporting observations, identifying areas of risk, concerns or opportunities for improvement, and providing feedback on residents' needs, wellbeing and outcomes observed during night shifts.
- To support the implementation of service developments, policies, procedures and best practice guidance, ensuring these are followed consistently during night-time operations.
- To contribute to reviews of care plans, risk assessments and support arrangements by providing accurate information on residents' night-time needs, preferences and behaviours.
- To participate in team meetings, supervision, training and quality assurance activities to support the continuous improvement of service delivery.
- To share good practice and communicate effectively with colleagues to promote safe, person-centred care and positive outcomes for residents.
- To identify and report maintenance, environmental or operational issues that may impact the quality, safety or effectiveness of the service.
- Contribute to effective communication and information sharing between night and day staff to ensure continuity of care and service delivery.

5. Financial & Resource Management

- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To accurately complete records, receipts and documentation relating to expenditure in line with organisational policies.
- To ensure that Council and service property, equipment and assets are kept secure and used appropriately at all times.
- To report maintenance issues, faulty equipment and property damage promptly to support effective resource management and business continuity.
- To contribute to maintaining adequate stock levels of essential supplies and inform managers when replenishment is required.
- To support the efficient allocation of resources during night shifts to ensure residents receive safe and effective care.
- To comply with all financial, procurement and resource management policies and procedures relevant to the role.
- To use resources responsibly and efficiently, recognising the need to achieve value for money whilst maintaining high standards of care and support.

6. Service Improvement

- To contribute to audits, inspections and quality monitoring processes as required.
- To promote good practice and maintain high standards of care, dignity, safety and person-centred support during night shifts.
- To work collaboratively with colleagues to identify opportunities to improve outcomes, resident experiences and the effectiveness of the service.
- To actively engage in learning and development opportunities to enhance skills, knowledge and service delivery.
- To support a culture of continuous improvement by sharing ideas, identifying best practice and contributing positively to service developments that enhance resident wellbeing and safety.
- To identify and report maintenance, environmental or operational issues that may impact the quality, safety or effectiveness of the service.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- Primary contact will be with residents, their families, advocates and representatives, providing support, reassurance and appropriate communication regarding residents' wellbeing and care needs.
- Regular contact with colleagues, Team Leaders, Support Workers and Managers to hand over information, report incidents, escalate concerns and ensure continuity of care.
- Liaise with healthcare professionals, including GPs, District Nurses, Community Nurses, Paramedics and Emergency Services, when required to support residents' health, safety and wellbeing.
- Communicate with maintenance, cleaning, catering and other support services as necessary to ensure a safe, comfortable and well-maintained environment for residents.
- Work collaboratively with multidisciplinary teams and visiting professionals, sharing relevant information in accordance with confidentiality and data protection requirements.
- Develop and maintain positive professional relationships with all stakeholders to promote person-centred care and achieve positive outcomes for residents.
- Ensure that any concerns regarding residents' welfare, safety or care are reported promptly to the appropriate person in line with safeguarding and organisational procedures.
- Maintain effective communication during shift handovers to ensure accurate information sharing and continuity of care between day and night staff teams.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
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- Accompany residents to hospital, urgent care appointments or other emergency health services when required, remaining with them until appropriate arrangements are in place and ensuring relevant information is communicated to healthcare professionals.

- Respond appropriately to emergencies, including medical incidents, safeguarding concerns, fire alarms and evacuation procedures, in accordance with organisational policies and training.
- Undertake additional duties commensurate with the grade of the post to meet the needs of residents and ensure the safe and effective operation of the service.
- Provide support during periods of staff shortage, emergency situations or business continuity arrangements as required.

9. Key Performance Indicators

- Delivery of safe, person-centred care in accordance with care plans, risk assessments and organisational policies.
- Accurate and timely completion of care records, incident reports, handover documentation and monitoring charts.
- Compliance with mandatory training, supervision and organisational requirements.
- Effective response to emergencies, incidents, accidents and safeguarding concerns in line with procedures.
- Maintenance of a safe, clean and secure environment for residents throughout the night.
- Positive outcomes from audits, inspections and quality assurance activities.
- Timely reporting and escalation of residents' changing needs, health concerns, maintenance issues and risks.
- Promotion of residents' dignity, independence, wellbeing and quality of life.
- Consistent attendance, punctuality and reliability in fulfilling shift responsibilities.
- Effective communication and handover between night and day staff teams to ensure continuity of care.
- Adherence to medication, infection prevention and control, health and safety, and safeguarding procedures where applicable.
- Maintain full compliance with mandatory training requirements, ensuring all training and competency assessments are completed and remain current in accordance with organisational requirements and the individual development plan.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Literacy and numeracy skills sufficient to maintain accurate records and communicate effectively.	✓	
Competent IT skills, including the ability to accurately maintain and update electronic care records and related documentation.	✓	
Willingness to undertake job-related training and achieve relevant qualifications.	✓	
Level 2 Diploma in Health and Social Care (or equivalent)		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work waking night shifts, including weekends, bank holidays and sleep-in duties where required.	✓	
Experience of working in a residential care setting.		✓
Satisfactory enhanced DBS check	✓	
Commitment to safeguarding adults and promoting their welfare	✓	
Ability to respond appropriately in emergency situations.	✓	
Ability to maintain confidentiality and comply with data protection requirements.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of providing care, support or assistance to vulnerable adults.	✓	
Experience of working as part of a team.	✓	

Experience of maintaining accurate written records.	✓	
Experience of communicating effectively with a range of people.	✓	
Experience supporting residents during health appointments or hospital admissions		✓
Experience of working with person-centred care plans and risk assessments.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of person-centred care principles.	✓	
Good verbal and written communication skills. Ability to build positive relationships with residents, families and professionals.	✓	
Ability to recognise, record and report concern appropriately.	✓	
Ability to work independently and use initiative during night shifts.	✓	
Ability to maintain accurate records and complete documentation.	✓	
Understanding of dignity, respect, equality and diversity.	✓	
Basic IT skills to complete electronic records and training.	✓	
Ability to remain calm and respond effectively during emergencies or challenging situations.	✓	
Understanding of safeguarding responsibilities and reporting procedures.	✓	
Knowledge of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).		✓
Knowledge of Positive Behaviour Support approaches.		✓
Knowledge of health and safety requirements within residential care.		✓
Knowledge of Commissioned Quality Care Regulation within residential care.		✓

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.