

Job Role: Bank Care Assistant (Days)





About us

Formed in the 1920s we have a long history of providing services for retired Pilkington employees and their family members across the UK and overseas.

From our base in St Helens we support over 6,000 individuals, with our welfare and community support services focusing on supporting retired Pilkington employees and their families across the UK and beyond.

We deliver a range of social prescribing activities which provide practical and emotional support, promote health and well-being and tackle social isolation.

We offer specialist services including personalised respite care for beneficiaries and members of the community who are over 60 in our purpose built respite facility Ruskin Lodge in St Helens. We also deliver dementia support through our Admiral Nurse programme. You can view how we make a difference [here](#)

Our Mission Statement

There to support when needed

Our Core Values

Compassion

Ownership

Inclusivity

Excellence

Our Core Objectives

Enhance well-being through holistic support

Promote Independence

Deliver high quality, innovative services

Strengthen community connections



There to support when needed



Job Description

Job Title:	Bank Care Assistant (Days)
Location:	Ruskin Lodge
Hours:	12-hour shifts – 7:30 am to 7:30 pm
Qualification:	NVQ Level 2 or equivalent
Responsible to:	Shift Lead
Accountable to:	Registered Manager
Pay:	£14.65

Purpose of Role

To provide and promote person-centred care, to include offering support to vulnerable guests including individuals who have a range of mental health needs, learning and physical disabilities, dementia and will require differing levels of support; to include a range of complex social and health needs.

To work effectively as part of a team, undertaking tasks as detailed within a guests care plan, providing care and support to enable people to achieve their maximum level of independence through appropriate physical, emotional and psychological support including: intimate personal care, practical tasks, appropriate communication and community involvement.

There to support when needed

Practical tasks

Needs to be identified in the guests Care Plan:

- Encourage and support people to be independent, offering choice and delivery support in a person-centred way, taking into consideration the guests' choices.
- Use appropriate language and support guests to communicate in their preferred way. For example, but not limited to:
 - Face to face communication
 - Large print
 - Non-Verbal quotes such as body language, behaviour or facial expressions.
 - Visual aids such as pictures and signs
- Maximise the independence of guests to enhance their quality of life and develop and maintain life skills. For example, but not limited to:
 - Encourage guests to participate in a program activity.
 - Assist and support guests in maintaining relationships with their friends and family i.e. support to make phone calls, visits within the care home, video calls.
 - Support guests where appropriate on outings including accompanying to hospital at times when emergency hospital treatment is required.
 - Carry out role in line with the agreed care plan to maximise the independence of the guest.
 - Deal with immediate emergency situations in accordance with prescribed procedures. Training to provided.

There to support when needed

Personal Assistance

- Provide appropriate, intimate personal care which respects the privacy and dignity of the person for people with a wide range of illnesses and disabilities, when required. For example, but not limited to:
 - To assist guests with getting up in the morning, dressing, undressing, washing, bathing, shaving, eating and drinking, and intimate personal care needs.
 - Administer prescribed Medications to Guests following policies and procedures.
 - To help guests with mobility problems and other physical disabilities, including continence management and help in the use and care of aids and personal equipment.
 - Safeguard people's human rights at all times and ensure that the care and support provided, protects people and ensures their safety and well-being.
 - Work as part of a team, to provide practical, emotional and flexible care and support geared to the needs and goals of the individual, as identified within their Care Plan.
- Use a range of tools and equipment associated with the provision of care and support to vulnerable guests. For example, but not limited to:
 - Hoist
 - Sam Hall Turner
 - Bath hoist
 - Wheelchairs
- Respect people's culture, beliefs and preferences in all aspects of their daily life and within the care service that is delivered. For example: Menu planning and food preparation, personal care routines and religious practices.

There to support when needed

Planning and records

Record information into Care Plans

- Work to individual Care Plans, ensuring the persons requirements are reported to the Team Leader in a timely manner.
- Ensure guests needs are reviewed and any changes reported to Shift Lead in a timely manner.
- Respect guests right to the confidentiality of information following GDPR Policies and Procedures.
- Ensure all records are accurate, legible, complete and up to date.
- Support the guests right to complain and respond positively to informal concerns.

Professional Relationships

- Establish and maintain the trust and confidence of guests, their family and carers.
- Work as part of a support team, within a CQC framework to ensure that the aims and objectives of the service and the needs of the guests are met in line with the Care Plan.
- Work independently and be able to make judgements in relation to emergency situations and guest's requirements in line with Policies and Procedures.

Other duties

- Use the Viro Cube in all bedrooms when the guest departs. Training will be provided.
- Laundering of guest's clothes and other items such as soiled bed linen and other items

There to support when needed

- Comply with the Ruskin Lodge Health and Safety policy.
- The post holder must comply with GDPR in respecting the privacy of personal information held by the Company.
- Co-operate with the rota changes to ensure adequate staffing levels and be flexible at times due to the changing needs of the service and guests.
- Undertake ad hoc duties to ensure the service can continue to operate with staff absences. Duties will be allocated within employee's skill set.

Working Environment

- Work flexibly on a rota basis, including weekends, bank holidays, night shifts.
- Have regard for the health, safety and security of the workplace, yourself and others in accordance with Health and Safety Legislation and water temperatures.
- Have responsibility for guests' money, including cash purchasing, which supports the guests needs i.e. purchasing food and clothing when on outings.
- Carry out domestic duties to ensure the cleanliness of the building to comply with infection prevention. Ensure standards of cleanliness are maintained at all times, including cleaning on night shift, disposing of waste as per the Clinical Waste Policy.

Professional

- All Pilkington Retirement Services Limited employees are expected to project a professional and positive image of the organisation in both appearance and behaviour, and especially when liaising with people external to the organisation.
- Participate in and contribute to learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision's, e-learning and training sessions identified.

There to support when needed

- Act in a professional manner, in line with Policies and Procedures, for example: promoting independence, individualisation, confidentiality, have a non-judgemental attitude.

Health and Safety

As an employee of PRSL, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety Legislation and the Health and Safety Policies and Procedures. Not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Data Protection

- The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

There to support when needed

Person Specification

Qualifications	Essential	Desirable
NVQ Level 2 in Health & Social Care (or equivalent)	E	
Willingness to work towards Level 3 (if not held)	E	
Medication Administration Training	E	
Experience		
Experience in a senior / shift lead role		D
Minimum 2 years' experience in a residential care setting	E	
Experience supporting elderly/dementia residents		D
Skills		
Ability to lead and motivate a team	E	
Good written and oral communication.	E	
Competent IT skills (care systems, email, documentation)	E	
Knowledge		
Knowledge of GDPR	E	
Understanding of person-centred care	E	
Understanding of safeguarding procedures	E	

There to support when needed

Qualities		
Ability to identify problems and solve them		D
Ability to work under pressure and meet deadlines	E	
Positive service outlook	E	
Willingness to work flexible hours (including evenings/weekends)	E	
Values		
Demonstrates the Trust's values of: • Compassion • Ownership • Inclusivity • Excellence	E E E E	

There to support when needed

Application process

Candidates

Interested candidates are invited to submit a CV and cover letter outlining their interest, suitability, and vision for the role, and how they meet the requirements of the person specification in detail by **4pm on 30 July 2026**.

Interested candidates are encouraged to submit early applications as the application window may close sooner. **Interviews will be held on the w/c 10 August 2026.**

Pilkington Family Trust is an equal opportunity employer. We are committed to ensuring a fair and equitable recruitment process for all vacancies.

Please let us know if you require any reasonable adjustments to effectively access the recruitment process. If you would like any further information about the role or application process, please contact:

Personnel@pilkingtonfamilytrust.com

Enhanced DBS check needed.



There to support when needed