



JOB DESCRIPTION

RESIDENTIAL SUPPORT WORKER

Job Title	Residential Support Worker
Responsible to	Team Leader
Key Internal Contacts	Other staff within the care team Staff in other departments within the Centre Staff in other Centres in the Region Central Office Staff
Key External Contacts	Service User relatives, advocates and equivalent Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

JOB PURPOSE

To provide the highest quality of care and support as part of the care team to Service Users and in accordance with Company policies, procedures and practices and standards set by the Regulatory Body.

KEY TASK AREAS AND RESPONSIBILITIES

Service Users (as defined by the relevant service e.g. Young People/Young Adult)

- Participate in the rota for care of Service Users as part of the care team. To include:
 - Personal care
 - Organising and participating in appropriate activities for Service Users
 - Domestic duties including laundry
 - Cooking and shopping
 - Transporting Service Users to appointments and activities
- Fulfil sleep-in duties in accordance with the agreed rota
- Support and supervise the Service Users in the implementation of an individual programme of life skills, key skills and independence skills and leisure in their Home and the community
- Support and supervise Service Users within the Home in accordance with their personal/pathway/placement plans and the policies, procedures and practices of the Home
- Make accurate and appropriate entries in Service User's records, diaries and reports as necessary in accordance with Company and local policies, procedures and practices
- Support and enable Service Users to maintain a level of personal hygiene
- Work with and manage challenging behaviour, enabling Service Users to develop from needing external control to developing self control



- Organise and participate in appropriate activities and enable Service Users to take part in a wide variety of activities
- Safeguard all Service Users within the Home and ensure their safety and wellbeing
- Administer medication in accordance with Company and Regulatory Body policies and procedures
- Ensure that all Service Users personal financial transactions are recorded and administered in accordance with individual placement agreements, and Company and Regulatory Body policies and procedures
- Check the daily diary and organise the appointments for that day as required
- Ensure that all the relevant personal/pathway/placement plans for Service Users are in place, accurate and up to date
- Work positively and effectively with relatives, advocates and others involved with Service Users
- Support Service Users with completing and returning homework
- Work in the classroom as required and instructed
- Communicate effectively with education staff to ensure a consistent approach and to provide a daily link between School and Home
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care

General

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the POSITIVE values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required



**PERSON SPECIFICATION
RESIDENTIAL SUPPORT WORKER**

	Essential	Desirable
Experience		
Experience of work with autistic spectrum disorders and/or challenging behaviour		✓
Experience of work within a residential setting/educational setting	✓	
Experience of working shift patterns		✓
Skills, Knowledge and Aptitudes		
Ability to work independently and as part of a team		✓
Effective communication skills, verbal and written	✓	
Ability to record information accurately	✓	
Good organisational skills	✓	
Commitment to working positively with families and others	✓	
Flexibility and willingness to work a shift system including weekends	✓	
Ability to deal with complex and challenging behaviour	✓	
A genuine regard and respect for this client group	✓	
Ability to demonstrate empathy	✓	
Basic IT skills		✓



Qualifications and Training

Health and Social Care (Children and Young People) NVQ Level 3 **OR** Level 3 Diploma for the Children and Young People's Workforce **OR** Level 3 Diploma in Health and Social Care (Children and Young People) for services in Wales only.

✓

Willingness to work towards:

Health and Social Care (Children and Young People) NVQ Level 3 **OR** Level 3 Diploma for the Children and Young People's Workforce **OR** Level 3 Diploma in Health and Social Care (Children and Young People) for services in Wales
Willingness to work towards further qualifications as required ✓

✓

Undertake relevant Group induction training on commencement

✓

Other

✓

Commitment to the POSITIVE values of the organisation

✓

Driving licence (may be considered desirable at some service)