

RESIDENTIAL SUPPORT WORKER

Role Profile



Title	Residential Support Worker	
Grade	Grade D	
Reference:	N645	
Reports to:	Manager	
Work style Definition	Mobile Worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	<p>To provide support to adults with learning disabilities accessing planned short breaks service, some who may have behaviours that challenge services and associated mental health issues or complex physical support needs.</p> <p>To provide a place of safety for service users, some of whom require temporary accommodation whilst in crisis.</p> <p>Promote independence and choice and community participation.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Ensure service users receive quality person centred short breaks services, which focuses on achieving best outcomes for individuals 25% ▪ Ensure service users are treated with sensitivity, dignity and respect, particularly when receiving personal care 40% ▪ Undertake social and community activities with service users to help to maintain contact with family, friends and the wider community, ensuring choice and promoting independence. This will involve some lone working in a community setting 15% ▪ Participate in the key worker system and undertake the completion of daily record keeping 5% ▪ Monitor and report information regarding service user's physical health and emotional wellbeing, highlighting any concerns to the manager 5% 	Role measures <ul style="list-style-type: none"> ▪ Attend to the personal care needs of service users, as defined in the care/support plan and manual handling plans ▪ Support service users to access a range of social and community activities, to enhance independence and social inclusion ▪ The ability to communicate effectively and professionally with others, including service users, carers, service professionals and members of the public ▪ Adopting the use of effective listening skills and offering a range of alternative communication methods ▪ Undertake key worker administrative tasks; including maintaining accurate records, carrying out monthly service user file audits. maintaining regular contact with carers, undertake the

	<ul style="list-style-type: none"> ▪ Good knowledge and understanding of multi-agency safeguarding policies and procedures 5% ▪ Assist with the administration of medication and administer emergency medication (i.e. Midazolam), as required. 5% ▪ Undertake other duties appropriate to the grading of the post 	<p>completion of in-house care and support plans, incident/illness report forms, completing post review meeting records, updating daily profiles contributing to risk assessments, and other related paperwork</p> <ul style="list-style-type: none"> ▪ To attend relevant work related training courses to develop knowledge and skills, demonstrating a commitment to personal development ▪ Ability to work as part of a team ▪ Provide mentoring/ buddying support to new employees and agency staff ▪ Ability to adapt their approach to the diverse needs of service users Including the use of conflict resolution, diffusion distraction techniques and emotional support to service users in crisis
Key activities	<ul style="list-style-type: none"> ▪ Support service users with all aspects of personal care, including bathing, oral hygiene, eating, drinking and PEG feeds. Ensuring a person is treated with dignity, sensitivity and respect at all times 40% ▪ Support and empowers service users to develop daily independent living skills, including simple snack/ meal preparation, shopping, managing service users personal monies during their stay and daily tasks 10% ▪ Use a variety of communication methods to aid communication, independence and choice making 20% ▪ Assist with the safe administration of medication and emergency rescue medication, in accordance with the health/ medical needs of service users 5% ▪ Support customers to access social/community activities of their choice and build and sustain relationships with their peers, family, friends and wider community 15% ▪ Undertake daily report writing, including the completion of service user's daily profiles, Incident/Illness Report Forms, seizure record charts and assessments 5% ▪ Undertake some basic cleaning tasks including laundry, dishes/dishwasher and ensuring unit meets with hygiene and infection control standards 5% ▪ Carry out other duties appropriate to the grade of the post 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Experience and understanding of people with a learning disability ▪ Knowledge of the need for dignity, respect and sensitivity when working with people with a learning disability 	

	<ul style="list-style-type: none"> ▪ Basic level of literacy and numeracy ▪ Basic IT Skills
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ NVQ Level 2 in Care/Health and Social Care Diploma ▪ Learning disability qualification ▪ Full clean driving licence ▪ Ability to send emails, type reports and scan documents
Essential experience	<ul style="list-style-type: none"> ▪ Working with people who may challenge the service ▪ Functions of Key Worker ▪ Assessment, programme planning, group work ▪ Care Planning and Review process ▪ Carers' issues
Desirable experience	<ul style="list-style-type: none"> ▪ Knowledge and understanding of Safeguarding Adults local and national procedures and legislation ▪ Knowledge and understanding of the Skills for Care: Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
Essential skills	<ul style="list-style-type: none"> ▪ Co-ordination and considerable precision required when operating specialist equipment such as hoists ▪ Interpersonal and communication skills to support service users some of whom do not use speech as their first form of communication ▪ Supporting the requirements of service users, especially when working in the community, requiring some interpretation of information or situations to respond to service users' needs ▪ Ability to work as part of a team and actively contribute to a positive workplace culture. ▪ Ability to work from instruction, making minor decisions and involving the use of own initiative, referring any problems to a supervisor/manager ▪ Ability to work with little close supervision beyond that provided by working arrangements and methods ▪ While supporting service users the Post Holder will interpret situations that occur and decide on a way forward, according to established guidelines or to refer the situation to a manager.
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	