

Job Title Senior Residential Support Worker

Responsible to Team Leader

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 Stakeholders:

Internal

- Other staff within the care team
- Staff in other departments within the Centre
- Staff in other Centres in the Region
- Central Office Staff

External

- Service User relatives, advocates and equivalent
- Placing Authorities and Service Providers
- Registration, Regulatory and Inspection bodies
- Local Services – Statutory, Voluntary and Community
- Neighbours

Key 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

Acting as Team Leader and supporting House Managers

The key purpose of this role is to provide Team Leader cover and additional resource where required. When acting as Team Leader for a flat/home this job description must be exercised in full.

To lead, supervise and motivate the care team within the House/Flat to ensure that there is a high quality of care and support to Service Users in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body

KEY TASK AREAS AND RESPONSIBILITIES

- To work with relevant internal staff to ensure that medication for Service Users is ordered as required
- Oversee and ensure that all staff are effectively managing challenging behaviour, enabling service users to develop from a position of needing external control, toward self control
- Supervise and support staff with recording and reporting Service User information
- Ensure that appropriate activities are organised and participated in and that they enable Service Users to take part in a wide variety of activities
- Work with the team and managers to ensure that referrals and applications are made as and when necessary and within the set time frames e.g. Safeguarding, Deprivation of Liberty
- Ensure that all the relevant personal/pathway plans for Service Users are in place, accurate, up to date and are adhered to by staff

Staff

- Lead and supervise the staff on shift to ensure that they carry out their duties and behave appropriately at all times
- Ensure staff follow Company policies and procedures at all times and feeding back as and when necessary
- Support all staff and ensure their safety and well being
- Ensure and/or undertake verbal debriefs with staff as required and necessary and ensure relevant paperwork is completed
- Effectively hand over to other staff and teams as required

- Issue money as required and ensure amounts balance with cash held at the end of the shift and weekly cash returns are undertaken
- Delegate responsibilities, work and tasks based on competence of staff and needs of the Company and review in order to promote teamwork and communication
- Ensure that any areas of insufficient staffing levels are reported to the relevant manager and that cover is provided to meet shortfalls
- Attend and chair formal reviews and Person Centred Planning meetings as delegated
- Ensure that staff exhibit the values set out by the Company and uphold standards of behaviour in accordance with Company policies
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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

Managing own Performance and Development

The post holder will support the company by:

- Being aware of and complying with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, and reporting all concerns to an appropriate designated person;
- Contributing to the overall ethos/work/aims of the company;
- Appreciating and supporting the role of other professionals;
- Attending relevant meetings as required;
- Participating in training and performance management as required;
- Achieve challenging professional goals;
- Take responsibility for your own professional development.

Health and Well-Being

The post holder will:

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- Be aware of the current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of children and young people;
- Know how to identify potential abuse or neglect and follow safeguarding procedures;
- Know how to identify and support children and young adults whose progress, development or well-being is affected by changes or difficulties in their personal circumstances, and when to refer them to colleagues for specialist support.

Team Working and Collaboration

The post holder will:

- Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them

The above serves as a guide and is not exhaustive; all professional staff are expected to undertake other duties and projects as may be reasonably required by their Line Manager / Deputy or Registered Manager / Regional Director. You will be working as part of a friendly, administrative team and may be asked to provide extra support within the office during busy periods, working together in a mutually supportive way towards shared priorities.

I have read through the job description and agree to perform the duties as outlined above

Job Holder's signature

Name: _____

Signed: _____

Date: _____

Signed on behalf of the OFG Group

Name: _____

Title: _____

Signed: _____

Date: _____

PERSON SPECIFICATION

	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)	✓	