



HILLINGDON

LONDON

JOB TITLE:	Residential Care Worker
GRADE:	Scale 4
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Adult Social Care
SERVICE:	Early Intervention and Prevention- Adult Resources

REPORTING STRUCTURE

Reports to: Registered Manager/ Team Leader

Direct Reports: Nil

Indirect Reports: Nil

ROLE PURPOSE:

- To be responsible to the Registered Manager, Team Leader for the day to day care and support of the service users.
- To follow departmental policy, the operational policy and the care practice standards of the home, to provide within a warm and supportive atmosphere.
- To implement individual care/support plans so as to ensure the welfare of each individual service user is met.



INVESTOR IN PEOPLE

A. Job Description

1. Resident & Community Contribution

- To enable service users to live a full and active life, planning and arranging social and recreational activities within the home and in the local community, and to contribute to the organising of holidays as appropriate, to offer service users a range of opportunities and experiences that is stimulating, interesting and relevant.
- 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

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.
- Indirectly supervise volunteers, students, work placements and agency staff placed within the service providing guidance as required and directed.

3. Operational Service Delivery

- To be aware and adhere to the requirements of Council's policies and procedures.
- To be aware and adhere to the requirements of Council's policy and procedure of Health & Safety at Work Act and all relevant regulations and to full-fill working duties in a safe way, complying with local codes of practice and the procedures of the home and the Department, to participate in the undertaking of any relevant risk assessment in conjunction with Team Leader and Registered Manager.
- To provide high quality residential care for people with a learning disability which allow for maximum user involvement ensuring that all aspects of service delivery are achieved within the council's equalities framework.
- 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 developments at handover time.
- To maintain Essential Standards of care and report to the Team Leader on duty any breaches in professional practice.

- To liaise with families, advocates, health services, out side agencies, Care Management services as necessary, in relation to the needs of individual service users.
- To undertake link worker responsibility for particular residents enabling them to maintain links with their families, friends and advocates. To provide support to achieve a high standard of cleanliness, comfort and homeliness. To accompany, support service users to shop for personal items where necessary.
- To ensure that the needs of each individual resident are met by contributing to the assessment of the needs of each service user and the planning of care plans and support to meet those needs. To participate in service user reviews and prepare reports.
- To contribute to records regarding individual service users and to ensure confidentiality data protection is followed within record keeping and discussions. At all times to maintain professional relationships with service users that respects their dignity, individuality and rights and to conduct duties in a way which is sensitive appropriate and professional
- To attend to the personal care and safety of service users as appropriate and according to the level of dependency of service users, and in a way which respects their dignity and individuality both in the service and when supporting individuals to access the community
- As required to monitor, record and report any event, activities and areas of importance concerning service user, safety, progress, activity and well being and any urgent matters concerning service users.
- To administer medication to service users as directed, in accordance with the department's medication policy
- To provide a role model of good practice and support to colleagues in order to ensure they are fully acquainted with their task and the means of achieving it.
- Any other duties commensurate with the level of responsibility of the post.

4. Service Planning & Development

- To work co-operatively and as required with other staff, agencies and individuals
- To receive and contribute to regular management supervision as agreed. Ensure colleagues are fully informed of recent developments at handover. Attend staff meetings, reviews, assessments and training courses applicable to the role.
- To maintain your awareness and understanding of national and local trends in service development and legislation appropriate to service users.

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To be responsible for monies designated for particular purposes ensuring correct recording and a clear audit trail is maintained, following all the departments financial procedures’.
- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To attend and participate in staff meetings, Supervision meetings and annual appraisals.
- To maintain useful and appropriate communication with service users, families and carers by encouraging their interest and participation in the service.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal: Agency staff, work placement students, Volunteers, student placements

External: Service users, relatives of service users, Parent Carers, local organisation and industry, hospital, Health services

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Undertake duties in accordance with Corporate Health and Safety policies and procedures, including the use of protective clothing and guidelines on Moving and Handling and be responsible for your own Health & Safety and that of others who may be affected and report any concerns to your designated Line Manager.
- Post holders will be expected to take a proactive approach to managing their time and responsibilities to ensure each individual accessing the service receives the maximum amount of support to reach their full potential and independence
- Individual and team productivity will be monitored

B. Person Specification (non-management level)

Residential Care Worker

This person specification will be used for recruitment to the **Resident Care Worker** 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 ✓
Relevant QCF/NVQ level 2 or equivalent	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Flexible working	✓	
Ability to work shifts/ weekends/ bank holidays and undertake sleep in duties on a rota basis	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Significant experience of working (paid or voluntary) with people with a learning disability	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
To be physically able to assist in all aspects of moving and handling	✓	
Knowledge and understanding of, and a commitment to, equality of access and treatment in employment and service delivery.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	

Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

* Equalities and diversity is essential throughout **all** of the competencies. However, when assessing an employee's recognition and work towards equalities and diversity, particular regard should be given to the "team working" and "customer care" employee competencies.