



JOB DESCRIPTION

Job Details			
Job Title:	Residential Support Worker		
Team/Department:	North West Residential		
Reports to:	Team Leader	Location:	Manchester, Liverpool, Various NW locations
Appointment period:	Permanent	Hours	36.92

Job Purpose

To be responsible for the provision of 24/7 one on one support for people (Service Users) for Bedspace. The Solo team focuses on working with young people to live in the community, learn essential life skills and independence. Bedspace Solo placements are tailored specifically to the needs and requirements of the young person you are supporting

Main Duties & Responsibilities

The vulnerable people we support often have complex emotional and social needs and our support team develop supportive and positive relationships with them. You will provide support, advice and assistance to the young people you are supporting, being a positive role model to help them achieve their optimum potential.

About you

For a successful application, you'll need to understand the complex environment we work in together with an appreciation and empathy for the interdependencies of mental health, developmental trauma, substance misuse and offending behaviour, which are amongst some of the challenges you will face.

An excellent communicator, you will be experienced in developing and nurturing partnerships with external agencies and internal partners.

You're experienced in exacting standard setting, ensuring compliance, and sharing best practice. You have demonstrable skills in using Microsoft Office applications. You are professional and values led with integrity, inclusivity, and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.

You'll have a sense of humour, be personable and accept that things won't always go to plan.

You can adapt to changing and emerging needs, demonstrating flexibility and resilience in challenging situations. You have a knowledge of Bedspace and a belief in its values and principles.

Due to Bedspace's commitment to safeguarding and this post having access to children and/or vulnerable adult's, candidates will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

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Main duties

To support the Service Users by:

- a) Working in line with ASDAN framework to develop independent living skills
- b) Undertaking ongoing assessments of Service Users' needs
- c) Providing ongoing support and monitoring of Service Users
- d) Assisting in access to education and health provisions
- e) Preparation of reports
- f) Maintaining regular contact with Service Users
- g) Assisting in welfare and NHS issues
- h) Arranging appointments with various partner agencies
- i) Informing Service Users of support groups
- j) Assisting Move-On of Service Users

1. To accurately record, create, maintain and update electronic records in respect of our Service Users.
2. Light household duties and cleaning.
3. To prepare for and attend meetings as required or directed.
4. During the course of your daily day, to observe and record the behaviour of people we support and report any concerns to senior staff.
5. To effectively use IT packages to support the work of the company.
6. To work effectively and cooperatively across multi-disciplinary teams.
7. To observe and maintain strict confidentiality in respect of the Service Users, Clients and Company.
8. To report any housing issues to the Services Department and to assist, where required, in the resolution of any defects.
9. To be able to work a 24/7 shift - sleeping and/or waking nights. Shifts are generally 10am - midnight with a midnight - 8am sleep.
10. Able to show flexibility to cover all properties within a 70-mile radius as and when required.
11. Implement and review risk assessments and risk management plans.
12. To carryout 1:1 meeting with the young person and record appropriately on REMAS.
13. To attend team meetings and supervisions when required as directed by management.

General Accountabilities

1. Ensuring the highest standards of quality are achieved in all duties carried out.
2. Communicating effectively within the team, with other teams and across the company.
3. Conducting all activities in a manner in line with the company's vision, promoting good external relations and a positive image of the company.
4. Responsible for meeting individual performance targets as agreed with the post holder's manager.
5. Supporting the culture of cross-sectional working, encouraging a culture of project work focusing on the objectives of the company. Actively participating or leading in projects and corporate tasks as required.

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Health and Safety

The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Confidentiality

The post holder is required to observe and maintain strict confidentiality in respect of Service Users, clients and all company information.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications/Skills Requirement	NVQ Level 3 Health & Social Care - Children and young People (CCYP) or equivalent	E	
	Enhanced DBS record.	E	
	Willingness to undertake further training.	E	
	Experience of working with people with complex and challenging needs.	E	
Experience	Current full driving licence with business Insurance	D	
	In a related social care environment with difficult and complicated caseloads.	E	
	Experience of working in a Residential setting	D	
	In dealing with individuals from ethnic minority groups.	E	
	In dealing with vulnerable people from a variety of backgrounds.	E	
	In conflict management.	E	
	Frequent use of computerised admin systems in busy working environment.	E	
Aptitude	Good written, verbal, and communication skills.	E	
	Negotiation skills.	E	
	Able to work to tight deadlines	E	
	Confident on a computer and with Microsoft packages	E	
	Able to deal with conflict situations in a calm yet firm manner.	E	
	Able to make quality decisions under pressure.	E	
	Effective use of time management	E	
	Take on new ideas and be adaptable to 'change'	E	
	Able to follow policies and procedures taking appropriate action when necessary.	E	
	To meet administrative targets	E	
	Ability to risk assess situations effectively	E	
Knowledge	Working knowledge of supported living requirements and issues.	E	
	Understanding of housing issues affecting vulnerable People.	D	
	Understanding of current issues affecting Vulnerable People.	E	

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Requirements		Essential / Desirable	How Assessed
Disposition	Enthusiastic and confident with a positive attitude.	E	
	Versatile, flexible and cooperative approach to work.	E	
	Work effectively across multi-disciplinary teams.	E	
	Ability to maintain confidentiality.	E	
	Credible with staff and Service Users.	E	
	Willingness to work unsocial hours, including staying on shift until the next person arrives when needed.	E	
	Committed to self-development	E	

Essential/Desirable:

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)