

# Job description, Residential Support Worker

**Accountable to:** director/line manager

**Place of Work:** any Nansen's premises.

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## Job summary

Training support services are services provided throughout the day at Redcastle Station and the Venture, the day training centres. In the evenings, a range of support is provided within our care centres based in Beauly, Fram House and Drumnadrochit, The Lodge.

These services are regulated under the National Care Standard, Support services and under the Care homes for people with learning difficulties.

This job description is to outline the major job responsibilities involved in the post of the Residential Support Worker. It is not meant to be an exclusive list of tasks and responsibilities, but to describe the major activities involved in the post.

## Responsibility and Authority

The Residential Support Worker holds a position within the organisation as detailed on the attached organisation chart. You report directly to the project co-ordinator concerning the training and residential issues. Any issues can be raised at any time with the director or project co-ordinator.

It is an express responsibility that the Residential Support Worker has a conviction free history which Nansen Highland has the right to confirm with the CRBS<sup>1</sup>, or any other relevant authority (PVG<sup>2</sup>) at any point in time.

## Key responsibilities

- support service users and colleagues to be aware of all aspects of safety
- be responsible for creating a good and fruitful environment in relation to (social work and other) students fulfilling their work placement
- set and demonstrate good standards of work practice
- be aware of the SSSC Code of Practice and apply its principles into practice
- be accountable for your own actions and personal and professional development
- be responsible to keep your own personal training record up to date, as required for the SSSC
- ensure your personal CPD requirements are kept up to date
- advise the line manager(s) of any changes in the service user's needs, which may have an effect on the support provided.
- support service users to access information, in an appropriate format, allowing them to make informed choices

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<sup>1</sup> Criminal Record Bureau Scotland

<sup>2</sup> Protection of Vulnerable Groups

- be responsible for ensuring that the service user's individual care plan and training plan is implemented into practice, regularly reviewed and updated.
- line responsibility for the delivery of academic, social and vocational training
- line responsibility for the development of academic, social and vocational training
- monitor of training resources and maintain the library of training resources
- monitor and record residents progress against care plans
- liase between the residential and day training services relating to trainees
- reviewing & recording trainees progress against training plans, report back to management
- any other duties as reasonably requested by your line manager, or senior manager, relevant to the key responsibilities of your post
- liase with the STSW<sup>3</sup> on issues relating to trainees and their training
- liase with the SRSW<sup>4</sup> on issues relating to trainees residentially
- liase with the STSW on issues relating to the day training centre
- liase with the SRSW on issues relating to residential centre
- act as key worker to one or more trainees
- coordinate the domestic arrangements in the residential centres
- provide holiday/sickness cover at the residential centre

## Person profile

It is essential that the Residential Support Worker has:

- qualification in line with the Scottish Social Services Council (SSSC) qualifications criteria for workers in adult day care and residential care.  
NB: consideration will be given to individuals who do not currently have a qualification but who show a commitment to acquire the relevant qualifications within 3 years.
- ability to work without constant supervision.
- good organisational skills and methods of working.
- positive approach to problem solving.
- good interpersonal skills.
- flexible and adaptable approach.
- ability to share knowledge and ideas and motivate others.
- ability to understand, respect and follow procedures.
- demonstrate an understanding of equal opportunity issues.
- awareness of the impact of disability on a person's life.
- ability to work positively with other family members.
- a willingness to participate in leisure activities of the service users' choice.
- a willingness to be open and accountable.

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<sup>3</sup> Senior Training Support Worker

<sup>4</sup> Senior Residential Support Worker

It is desirable, but not essential, that the Residential Support Worker has:

- first aid at work certificate.
- computing skills.
- food hygiene certificate (for residential care workers)

## **Qualifications criteria for Residential Support Worker as determined by Nansen Highland.**

Workers in the 'Residential Support Worker' category must hold the following:

- The minimum requirements as set out by the SSSC and any current legislation. Timescale for completion: 3 years.
- First Aid at work
- Van competence test
- Non-violent crisis intervention techniques training

Additional training requirements:

- Attendance on staff training/development days is expected.
- Any training as identified in staff reviews is to be completed within the specified course time scale, or, if time scale is absent, and not differently agreed, within a maximum of 1 year from the start of the training programme.

You will be confirmed in your post only,

- upon successful completion of the compulsory training requirements for your position
- and upon successful completion your probationary period.

You will have a probationary period of 3 months at which at the end you shall receive a staff review by the director or any other designated person. At the end of this period, the employment may be terminated by both parties.