



Watford Mencap

Job Description and Person Specification Residential Support Worker

What You Can Expect From Us

Watford Mencap is one of the largest Mencap societies in the UK with a long-established history of providing high quality social care services to people with learning disabilities and their families in South West Herts.

This is an exciting time to be joining the organisation and you will play an important role in helping us develop new ways of working to meet people's personal needs and wishes. Working in these positions is both varied and rewarding, and offers you the opportunity to be part of a new model of social care.

We have accreditation to Investors in People and provide employees with access to a full range of professional and personal development opportunities. This includes induction and in-house training programmes, NVQ, regular supervisions and annual appraisal, as well as coaching and mentoring.

We offer excellent terms and conditions of employment.

Duties and Responsibilities:

1. To provide support in all areas of personal, domestic and social need, both in the home and the community, in accordance with the agreed support plan and within an agreed plan of risk taking.
2. To facilitate increased independence by encouraging and supporting participation in daily living activities and opportunities.
3. To work with people, their families, team members and partner organisations to ensure that support is tailored to meet their individual needs and wishes.
4. To use a range of communication methods to assist people to make informed decisions and choices about the issues affecting their lives.
5. To contribute to the smooth running of the home through effective communication with the people living there, the staff team, family members and partner organisations.
6. To be familiar with and work within the organisation and the service's values policies and procedures, maintaining records and reports accordingly.
7. To preserve and respect the dignity and privacy of people and their families and observe confidentiality at all times.

8. To attend and participate in team meetings, supervisions, appraisals and training as requested and required by your Manager.
9. To follow best practice guidance regarding Safeguarding, Care Standards Act, Domiciliary Care, Health and Safety and managing risks legislation to promote independence.
10. To work flexibly and creatively to meet the needs of people by sharing sleep in's, week ends, bank holidays and people's holidays and providing cover as required in the event of staff shortages.
11. To support anti-discrimination policies and procedures and promote equality of opportunity at all times.
12. To undertake such additional duties appropriate to the post and to support the organisation's wider goals by working flexibly across the organisation from time to time as determined by your manager.
13. Successfully complete induction and foundation standards.
14. To enable people to look after their own finances and medication and to support in accordance with the agreed support plan.
15. To act as a key worker for designated individuals.
16. To report any significant issues, notifiable events or concerns through line management channels.

This job description may be reviewed annually to meet changing service requirements.

Person Specification:

Category	Essential	Desirable
Values	Commitment to the provision of high quality person-centred support to empower people, particularly those with learning disabilities Understanding of the importance of choice, control, rights and empowerment	
Previous experience	Current or previous experience of supporting/caring for others Working within a team and working alone	Enabling people to access new opportunities Working with people who have a learning disability in a paid or voluntary capacity
Knowledge	Knowledge of the needs and rights of people with a learning disability and an understanding of the issues which people may face.	Knowledge of different communication

	Knowledge of Health and safety and Risk management policy and procedure	methods Knowledge of local community
Skills	<p>Communicate effectively and sensitively with different people, including good standard of written English. To be able to report and record accurately.</p> <p>Support people in a creative way that respects choice, dignity, respect and privacy</p> <p>Form and maintain effective working relationships with individuals being supported, their families colleagues and partner organisations</p> <p>Complete and maintain accurate written and financial records and follow policies and procedures</p> <p>Able to work using own initiative, plan and prioritise workload, and contribute own ideas to support service delivery</p>	Able and interested in using IT to support alternative communication methods
Equal Opportunities and diversity	Awareness of and commitment to promoting equal opportunities for all	NVQ level 2 in care related subject Training and qualifications in related subjects such as health and safety, food hygiene, communication methods
Training and development	Willingness to undertake training as required and to learn and develop new skills	
General	<p>Able to work flexibly to meet the needs of individuals, the service and organisation. Working shifts and sleep ins</p> <p>Confident to work alone when required</p> <p>Have a positive outlook</p> <p>Can undertake domestic duties – supporting people with cooking, shopping, cleaning and personal care</p> <p>To be prepared to undertake planned, agreed lifting techniques when necessary</p>	Car available for work use and insured for business use