



Falkland Islands Government – Job Description

Job Title:	Senior Residential Support Worker for Special Needs		
Department:	Health & Social Services	Section:	Community Support Services
Reports to:	Community Support Manager		
Grade:	F	Job Code:	TBC

Overall Purpose of the Role:

The postholder will provide advice, assistance and support to persons with special needs and attend to their practical, physical and emotional needs in accordance with their individualised support plans, policies and procedures of the service and within the resources available in the islands. This role will also involve working in several residential settings across the community. NB For the purpose of this Job Description persons with Special Needs will be known as the service user.

Key Activities:

Operational activities

- With the support of the Service Manager as necessary, overseeing the implementation and, where appropriate, participating in, Person Centred Programmes (PCP) of care in accordance with the assessed needs identified in the individual support plan. This will involve contributing to the support and safe management of service users who exhibit behaviours that may be challenging.
- Ensuring that the service user remains at the centre of the PCP process through providing effective facilitation and the monitoring of quality outcomes and unmet needs in line with minimum standards.
- Responsibility for promoting a commitment to achieving quality outcomes by providing person centred care and support and ensuring that the service user has a current support plan with clear risk assessments undertaken that have understandable outcome measures.
- Taking delegated responsibility for co-ordinating and facilitating PCP meetings for service users.
- Overseeing and facilitating the efficient and effective delivery of the key worker system, ensuring each key worker understands and complies with the expectations of their role and encompasses the core service values.
- Supporting and enabling service users to attain skills that maximise their potential, intellectually, socially and emotionally using the appropriate support model/s.
- Taking accountability for ensuring appropriate service user records, both paper and electronic, are monitored and maintained on behalf of the service user in compliance with departmental policy.
- Ensuring that appropriate assistance is provided to service users for their individual personal needs, (such as toileting, hygiene and dietary requirements), treating each individual with dignity, empathy and respect at all times.
- In conjunction with the Service Manager, ensuring that the residential premises and all equipment is fully and safely monitored and taking appropriate steps to address issues as required.
- Promote and work in partnership with the service user and their family to ensure the family is kept informed of any changes to ensure all support workers understand the role of family inclusion.



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Key Activities continued:	
<u>Operational activities continued</u>	
<ul style="list-style-type: none">• Ensuring confidentiality of information is maintained as required by Policy.• Championing the responsibilities of safeguarding and know how, and when, to report issues as well as operating in line with the obligations in regards to confidentiality in this respect.	
<u>Administration & Budget</u>	
<ul style="list-style-type: none">• Responsible for supporting the budget requests which advocate the needs of the service.• Monitoring finance and expenditure in compliance with the service policy and procedures.• Complying with the service's policies and procedures when dealing with Government and service users' monies.• Ensuring the appropriate recording and submission of all Health and Incident reports.• Providing necessary information to other professionals and departments within the given timescale(s).• Making sound decisions on expenditure for the area and being responsible for the proper use of Local Purchasing Requisitions (LPR's), ensuring the system and procedure are followed and submit accurate transaction logs.• Devising, in advance, effective staffing rotas based around the needs of the service user whilst maintaining cost efficiency. This will involve the authorising and administration of all annual leave requests for staff working within the area.• Responsible for submitting accurate timesheets and necessary paperwork each month to the Service Manager.	
<u>Management of Staff</u>	
<ul style="list-style-type: none">• Provide day to day support, guidance and formal supervision of staff in the team in line with the services policies and procedures.• Delegate tasks and responsibilities to team members.• Participate in the induction, training, coaching and monitoring of staff and addressing any unmet training needs appropriately.• Deal immediately with any minor complaints, disciplinary and capability issues and ensure that any serious matters are reported immediately to the Service Manager. This will include following FIG policies and procedures if there are concerns around staff conduct and/or performance (including attendance at work).• Responsible for ensuring a culture of collaborative working.• Responsible for professional challenge within the work place• Ensure open, honest and effective communication with the team and other colleagues by facilitating regular team meetings.	



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Key Role Activities continued:**Personal And Staff Development**

- Ensure all subordinate staff has in place a Personal Development Plan that reflects core values and objectives of the service and that the plan is reviewed on a 6-monthly basis, whilst appraised annually.
- Allocate, enable and manage appropriate training for the whole team ensuring accurate records are maintained in line with the Community Support Services Policies and Procedures.
- All mandatory and role specific training to be undertaken as required.

Policy and Procedures

- Support the development and continual review of relevant policies in accordance with safe and evidence based practice.
- Oversee Health and Safety risk assessments of the residential environment and conduct regular Health and Safety Audits
- Ensure the residential environment and its contents are in good working order, reporting and defects and maintaining an appropriate standard of hygiene.
- Comply fully with FIG, DHSS and Community Support Services Policy and Procedures.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

Residential services for persons with Special Needs are subject to continual change and development to reflect current thinking in accordance with recognised best practice and to adapt to changes within other services provided for the service user and the community. It will therefore be necessary to regularly review with the post holder the continued appropriateness of the job description.

Due to continuing changes of Residential Services provision, this post holder must be flexible in terms of working patterns and the working environment.

On appointment of this position the post holder will be required to undertake a period of funded training in the UK at a specialised Residential school for persons with learning disabilities. This training will need to be completed prior to full commencement of the post in the Islands. Once completed it will be the responsibility of the post holder to disseminate the learned skills and knowledge to other members of the team based in the Islands.



Falkland Islands Government – Job Description

Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



Falkland Islands Government – Job Description

Person Specification:	Senior Residential Support Worker for Special Needs		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience:			
5 years' demonstrable experience supporting people with learning disabilities and other Special Needs	✓		A/I/R
Good understanding and experience of Person Centred Planning	✓		A/I/R
Experience in managing resources effectively, including staff	✓		A/I/R
A good level of experience in the use of ICT packages such as Word, Excel, Outlook, etc.	✓		A/I
Ability to communicate effectively and fluently in English both in writing and verbally and experience of writing or maintaining care plans/other documentation	✓		A/I/R
Excellent influencing and active listening skills	✓		A/I/R
Ability to work and interact effectively with families and other professionals	✓		A/I/R
Ability to work effectively on own initiative and in challenging situations and changing environments	✓		A/I/R
Ability to successfully lead and supervise a team, as well as work effectively as part of a wider team	✓		A/I/R
Ability to carry out all aspects of the role to a high standard at all times	✓		A/I/R
Good basic care planning skills	✓		A/I/R
Experience in undertaking risk assessments		✓	A/I/R
Ability to lead and manage change initiatives		✓	A/I/R
Personal Attributes:			
Highly motivated to deliver a good and safe service	✓		I/R
Person orientated with the ability to demonstrate empathy and understanding of the needs of service users	✓		I/R
Demonstrates a responsible, professional attitude and approach to work	✓		I/R
Recognise the value of positive Risk taking	✓		I/R
Reliable and resilient	✓		I/R
Operates in an manner that is open, honest and trustworthy	✓		I/R
Appreciates the importance of dignity, choice and respect	✓		I/R



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Person Specification:	Senior Residential Support Worker for Special Needs		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training:			
Currently holds a Level 3, (or above) qualification in Health and Social care, (or equivalent)	✓		A
GCSE Grade C or above in English and Maths, or equivalent	✓		A
Capacity to undertake a RQF Level 5 in Health and Social Care or equivalent if not already attained	✓		A/I/R
Evidence of ongoing personal development	✓		A/I
Full manual driving licence	✓		A
Training or Assessment qualification e.g. Moving and Handling		✓	A
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment:

A - Application Form

I - Selection Interview

R - Reference