

**Social Services Directorate**

Post Title	Residential Service Officer – Augusta House		
Post Number		Grade	Scale 5
Base	Augusta House	Hours of Work	20
Car User Allowance	None	Disclosure	Enhanced
Contact	Helen Beecham	Updated	November 2023

Principal Job Purpose

Responsible to: Registered Manager

Responsible for: Assisting in the delivery of assessed care and support to individuals using the service, by organising and participating in programmes designed for the purpose of maximising individuals potential and fulfilment.

Principal Accountabilities

1. Ensure that the principles/standards laid out in the Regulation and Inspection of Social Care Act 2016 underpin all aspects of your work.
2. Contribute to the management of behaviours that challenge.
3. Encourage and support individuals to participate in all decisions relating to every aspect of their lives.
4. Provide help, guidance and personal care as needed by the individual, ensuring dignity and self-esteem are maintained at all times.
5. Assist individuals to choose and take care of their clothing, encouraging appropriate dress for all situations and weather conditions.
6. All financial transactions are recorded in accordance with departmental procedures & guidelines.
7. Support individuals to participate fully in social/recreational activities.
8. Assist individuals to use community facilities.
9. Maintain appropriate and trusting relationships with individuals.

10. Support individuals to manage their own medication where appropriate and administer medication in line with agreed departmental policy & procedure.
11. Contribute to the individual care & service planning process, write reports and attend meetings and care reviews as & when necessary.
12. Observe confidentiality in all areas of work, as necessary, recognising particularly the vulnerability of the individuals.
13. Liaise with care managers, day service staff, families, carers & colleagues as necessary and in the best interest of the individual.
14. Maintain records as required, reporting and recording in an appropriate manner matters relating to the individuals.
15. Participate in staff meetings, staff supervision, and staff development.
16. Participate in training courses as required.
17. Contribute to the provision of Advocacy for the individuals.
18. Ensure that the policies, procedures and guidelines of Blaenau Gwent County Borough Council in relation to tenants, staff and premises are adhered to.
19. Other duties appropriate to the grade and post as directed by the Director of Social Services.
20. Comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
21. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
QCF level 3 in Health & Social Care.	E	✓			
QCF level 3 – Children & Adults	D	✓			
This post requires a registration with Social Care Wales. If you are not already registered, then you will need to register within 6 months of starting your employment. Information on how to register with Social Care Wales can be found on the following website: https://socialcare.wales					
Other experience					
Experience working with individuals with learning disabilities.	E	✓			✓
Other	E	✓			
Be able to drive and have a clean licence	E	✓			
Be able to undertake sleep in duties (if necessary)	E	✓			
Be able or willing to undertake MIDAS training to be able to drive an adapted minibus.	E	✓			
Knowledge/Skills					
An understanding of the principles that underpin a quality care environment i.e. Privacy, dignity, respect, independence and rights.	E	✓	✓		
Knowledge of minimum standards set by Care Standards.		✓	✓		
Understanding of principles of social role valonstatin e.g. valued community presence.		✓	✓		

2. Special Requirements	Essential	Desirable
Aptitudes		
<ul style="list-style-type: none"> • Be able to communicate effectively verbally and in writing • Ability to promote the rights, dignity and choices of Service Users • Be able to carry out practical tasks and give support to Service Users when assisting with their personal needs • Be able to work without close supervision • Be committed to training and developing own skills • Be able to assist/support service users to enable them to maintain/achieve greater independence • Be able to write, implement, monitor & review the service users Individual Support Plans/ care plans • Able to liaise & communicate effectively with colleagues & other agencies • Able to accompany service users on their holidays 	All aptitudes are Essential	
Personal attributes		
<ul style="list-style-type: none"> • Demonstrate respect for service users needs and wishes, the maintenance of their dignity and independence • Ability to work flexible hours including weekends & sleep in as and when required • A commitment to the development of performance through supervision and training • Understand and respect the principles of confidentiality 	All attributes are Essential	
Equal Opportunities		
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Blaenau Gwent County Borough Council	E	

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	√			
Welsh language skills are essential and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).	Essential				
Welsh language skills are essential (levels 4 and 5).	Essential				

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓			✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary	✓			✓
	Sees tasks through to completion whenever possible	✓			✓
	Seeks help if workload becomes unmanageable	✓			✓
	Uses initiative to report issues that arise that impact on others	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓