

Job Description and Person Specification

Job title:	Residential Care Officer
Directorate:	West Berks Council
Service:	Adult Social Care
Team:	Responsive Care Providers
Post number:	04951, 04952, 04987, 04992
Salary grade:	F
Work location:	Birchwood Care Home
Reports to:	Unit Manager
Supervises:	Care Practitioners

Job Purpose

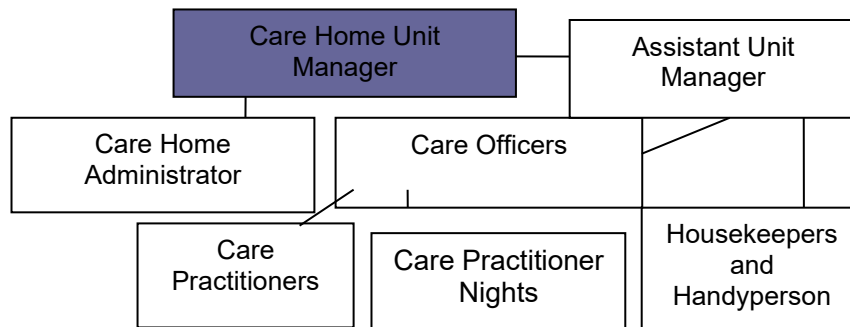
Birchwood care home offers 24 hour support to elderly individuals living with either physical or psychological impairments. The Residential Care Officer plays a hands on role in the management of day shifts and is responsible for supervising and supporting our staff to deliver the best care possible.

Key responsibilities

- ❖ To manage shifts by leading and working alongside the care team in delivering good quality care in accordance with resident's care plans, and administering medication as per protocol.
- ❖ To assist the Registered Manager and Assistant Unit Manager in ensuring the smooth running of the home on a day to day basis.
- ❖ To supervise the care team and work as a role model, displaying professional and compassionate behaviour and being a source of knowledge to the team.

To contribute to the overall quality of the home and quality of life of the residents
 To operate in a manner consistent with Provider Services four core values; Respect, Inclusion; Compassion; Empowerment.

Structure Chart



PLEASE NOTE THIS IS A WAKING NIGHT – CANDIDATES ARE EXPECTED TO REMAIN AWAKE FOR THE DURATION OF THE NIGHT SHIFT

Main Duties and Responsibilities

1. To participate in the working Rota including weekends and bank holidays
2. To maintain the general welfare of residents, attending to physical, nutritional and personal care needs, according to their care plan, whilst allowing residents to achieve maximum independence.
3. To undertake the care planning process including the assessment of risk, analysis and recording of daily events, preparation and attendance at reviews
4. To work as a member of a senior team of officers and liaise with colleagues, relatives, care managers, GPs etc on behalf of residents
5. Comply with all WBC policies and procedures and those of other statutory and enforcing authorities (e.g. Care Quality Commission, Fire, Safeguarding etc)
6. To assist in the administration of medication in accordance with training provided
7. To support a number of care staff with regular supervision meetings, an annual appraisal and observation of competency
8. To contribute to the continual development and improvement of the home through internal and external quality improvement programs
9. To undertake other duties as required, under the direction of the line manager. These may include preparation of meals and drinks, domestic duties and social activities. This list is not exhaustive and the duties and responsibilities will vary from time to time according to the needs of the home and the residents
10. Promote equality as an integral part of the role, treating everyone with fairness and dignity.
11. Comply with WBC health and safety policies, procedures, code of conduct and rules, taking reasonable care of self and others. Compliance with code of conduct also includes compliance with the industry code of conduct as set by Skills of Care
12. Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

To be responsible for budget and resources areas designed by the Unit Manager.
Contribute to effective Rota management including covering shifts to ensure safe working practice.

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Person Specification	
Qualifications	Essential/ Desirable
NVQ/QCF level 2 Health and Social Care as a minimum. QCF/NVQ Level 3 Health and Social Care desirable	E
GCSEs in English and Math's or equivalent	E
Dementia care training	D
Have or be willing to undertake other training e.g. food handlers, first aid	E
Experience	
Previous experience of working in a caring setting – preferably with people with dementia	E
Previous experience of supervising staff	D
Willingness to undertake training to extend skills and to assist in the development of the role	E
Experience of operating in a team within a care setting	E
Experience of leading and managing a team	D
Skills and abilities	
To demonstrate ability to follow instructions and to work in accordance with Policies and Procedures.	E
Good communication skills with people of all abilities, including a confidence in English language that extends to an ability to read, comprehend and write reports	E
To demonstrate an ability to empathize and to connect with different people including those with dementia or mental health difficulties.	E
Ability to work as a multi-disciplinary team and liaise effectively with professionals from other services	E
Awareness of the diversity of residents' cultural and social backgrounds.	D
Respect for confidentiality.	E
Knowledge of issues in the protection of vulnerable adults.	E
Able to remain calm in difficult situations.	E
Basic computer skills. Knowledge of software packages and ability to use Outlook and web browsers.	E
Knowledge and understanding	
Sound knowledge and understanding of dementia and frail care	E
Knowledge of Care Quality Commission and related technical regulations.	E
Sound knowledge of safe medication and how to follow pharmacist systems.	E
Work-related personal qualities	
Capable of undertaking shift work on Rota system including weekends and bank holidays and be part of a flexible rota pattern	E
Able to cope with illness and death	E
Able to be flexible and responsive	E

Have a creative approach to problem solving	D
Be kind, patient, calm and have an ability to apply sound common sense and open mind	E
Able to understand and to apply our four core values in a work environment	E
Basic counseling skills	D
Other work-related requirements	
Full, driving license	D
Where necessary to undertake duties associated with the running of the service which may include working at another site.	E
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
Enhanced DBS check with relevant barred list/s	Yes