

Job Description

Job Title	Residential Support Worker
Directorate	Adult Services and Health
Service Area	Assessment and Care Delivery
Grade	3
Competency Level	1
Salary	£26,427 - £28,153
Job Type	Office Based
Location	Millvina House Dementia Nursing Home
Disclosure and barring service (DBS)	Enhanced DBS (Adult Workforce and Adult Barred List)
Job Evaluation Ref No	A9994

Job Purpose

Liverpool City Council provide a variety of In House Residential establishments that are CQC registered and support people with various needs.

We work with carers, families, and other agencies to ensure that people being cared for in the service are provided with safe and effective care and support.

Directly Responsible For:

Service Users

Directly Responsible To:

Senior Residential Support Workers

Main Areas of Responsibility:

- To meet the physical, social, and emotional need of service users as agreed in the care plan, to promote independence, safety and wellbeing
- To assist service users with tasks as agreed in support plans
- To work with individuals to improve and maintain skills and use equipment to support care needs as required
- To work in partnership or as part of an integrated team of nursing and care staff
- To provide care in accordance with individual person-centred support plans
- To promote good care practice, including a commitment to the empowerment of the individual, the maintenance of their dignity and independence, and respect for their cultural, spiritual, and religious needs
- To contribute to the maintenance of appropriate records and report to the senior support worker any significant changes in the service user or their care needs
- To attend supervision sessions with Line Manager
- To be part of a team of staff working, flexibly over 7 days, including bank holidays and night shifts
- Attend staff training sessions as arranged by the Line Manager and in conjunction with personal development plans
- To support and participate with service users in activities and recreational pursuits
- To be flexible and contribute to the ever-changing needs within this service as and when they occur

- Availability / requirement to work from (or into) any location within the city boundary, and to conform to the standards and working practices of each location utilised by the service.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities

Physical Demands of the Job:

- Residential Support Workers provide direct support with personal care.
- Residential Support Workers provide direct support with mobilization, including the use of various manual handling equipment
- Residential Support Workers provide direct support to service users with various social and recreational activities
- The role includes prolonged periods of standing

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level at **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A willingness to work towards a social care qualification (A,I)

Desirable

- Certificate in Manual Handling

Experience

Essential

- A willingness to learn how to provide safe and effective care in a nursing home (A, I)

Desirable

- Experience of working in an adult social care setting
- Experience of providing a person-centred care

Skills/Abilities

Essential

- Ability to follow care and support plans (A,I)
- Good verbal/written communication skills (A,I)
- Ability to relate to others effectively (A,I)
- Listening skills (A,I)

Commitment

Desirable

- Ability to work as part of a team
- Work flexibly on a rota of shift patterns
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- To participate in training, supervisions, and personal development plans as and when required

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level