

Ref: RSW260617

Post: Residential Support Worker

Starting Salary: £8.10 - £8.50 Per Hour | £75.00 Per Awakening Night | £35.00 Per Sleep In

Benefits:

- 28 days' annual leave + an extra day off for your birthday.
- Pension scheme.
- Excellent prospects and career progression
- Excellent training and personal development
- Generous discounts and lifestyle perks (gym discounts, massages, to free mobile phone insurance)
- Employee Assistance Programme (EAP)
- A sociable and innovative working environment.
- Team socials and events.

Hours: All posts operate on a shift basis and will include work on weekends and bank holidays. Shift patterns: 08:00 – 15:00, 15:00 – 21:00, (Night's Operate) 21:00 – 08:00

Location: North West/West London – Deployment to other areas in London may occur.

DBS Disclosure: An Enhanced Criminal Records Bureau Disclosure will be required for this post.

Who We Are Looking For

Wellspring Care Services, a network of social support services, is looking for a sharp, ambitious and enthusiastic individual to join our residential service.

Who We Are

Over the past five years Wellspring has steadily grown its reputation, defining its position as a emerging leader within the market. We have made meaningful changes to many who have accessed our services, setting them onto positive pathways and necessitating them with the tools to make an affirmative contribution to society.

Why Now?

Our team is innovative, always looking for the new and the better; newer practices, better technology and brighter individuals. Why now? In response to our development strategy we are looking for creative and successful minds to be help lead in our exciting expansion.

Job Purpose

Our residential service provides fantastic accommodation and extensive services which promotes wellbeing and builds a sense of belonging and commitment to all residents.

As a Support Worker you will create a bespoke plan with each individual, based on their; goals, needs, abilities, and collaborating with internal/external stakeholders to inspire tangible results. At Wellspring we encourage dynamic and diverse working which means that you will participate wider company practises and have the opportunity to contribute/collaborate to the development of the service and expansion of the business.

Applicants Should:

- Possess a resilient character due to residents challenging behaviour.
- Be empathic and enthusiastic about working with often chaotic & hard to engage clients.
- Prior experience and/or demonstrable knowledge of young people and the issues and behaviours they struggle with.
- Enjoy working in a fast paced environment.
- Adapt positively to and enjoy change.
- Fit in with teams, both internally and externally, whilst being able to work autonomously.
- Have the ability to be self motivating, work under pressure and manage time effectively.
- Be creative and ambitious and able to communicate ideas and opinions clearly.

Main Duties (Not In Order Of Priority):

Case Work

- You will be allocated Case/s and be expected to deliver a comprehensive life skills programme, covering knowledge and skills in relation to; education, employment, health, society and cultural awareness, relationships, finance, technology and digital space.
- Actively encourage and promote responsibility and independence ensuring that this takes place within a context of safety and well-being.
- Accompany Service Users to appointments, meetings, appearances, and other activities as and when necessary.
- Respect & promote the individual needs of each person arising from their racial, cultural and religious background.

Assessments

- To carry out comprehensive initial and ongoing needs assessments on clients and record outcomes and changes in need.

- Produce comprehensive and high quality risk assessments and risk management plans.
- Monitor and review risk plans in line with policy guidelines and procedure and to minimise risk to clients by identifying, reporting and following up any safeguarding concerns and incidents.
- To monitor and review plans and ensure that tasks and actions are carried out as agreed.

Housekeeping

- Support young people to maintain good standards of health and cleanliness.
- Ensure all communal spaces are maintained to a good standard of cleanliness in accordance with health and safety policy.
- Report any items of disrepair to the building in a timely manner to the Residential Liaison Officer
- Complete room turnovers - which includes but is not limited to redecorating and deep cleans.
- Carry out fire drills and checks in accordance to our fire safely policy.

Administration

- Ensure that all Project administration are maintained to a high standard
- Respond to telephone calls, emails and booking enquiries in a timely manner.

Records & Information

- To keep accurate and up-to-date records of the planning, monitoring and review of support provided to Service Users.
- To contribute to effective service delivery and evaluation by ensuring that all relevant files and recording systems are up to date.
- To maintain client confidentiality at all times, and ensure that all personal data is protected in line with organisational procedures.

Partnership Working

- To work in partnership with other Projects, managers and colleagues.
- To work in partnership with external agencies, both statutory and non-statutory.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.
- Actively work in partnership with relevant agencies, housing and social landlords and people to ensure high levels of participation for each Service User/adult to achieve planned outcomes.

Other

- Undertake any training and professional development as and when required.
- Attend training, meetings, supervisions, and appraisals as requested by management team.
- Contribute to company Newsletter and digital content.
- Undertake any other duties, commensurate with the job title, as may be determined by the Line Manager.

Need More Information?

If you have any questions regarding the position, please contact careers@wellspringcareservices.com

	Essential	Desirable	How Identified/Assessed
Qualification	<ul style="list-style-type: none"> To be educated in a related area of social cultural studies /youth work/ etc. Hold a GCSE (and/or above) qualification in Maths & English Grade A-C or equivalent. Minimum QCF (FKA as NVQ) Level 2 or equivalent in Health and Social Care 		<ul style="list-style-type: none"> AF AF AF
Previous Experience	<ul style="list-style-type: none"> To have a minimum of 1 year's experience working with Young People with moderate to high behaviour / emotional / learning issues within a residential or housing environment. Possess demonstrable knowledge of young people and the issues and behaviours they struggle with. 		<ul style="list-style-type: none"> AF/I AF/I
Job Specific Skills	<ul style="list-style-type: none"> Good organisational, time planning, & liaising skills. Polished written and oral communication skills. Proven ability to work within a team. Able to use own initiative to self direct. Effective management of challenging behaviour and very good conflict resolution skills. Professional confidence, competence and knowledge base to engage with young people and representatives of referral, other agencies and parents. Knowledge of core legislations that inform work practices and define boundaries. Skills in recording and presenting information. Good Microsoft Office familiarity. With Microsoft Office, Excel, Word. 	<ul style="list-style-type: none"> Experience in organising and running group activities, events and meetings. Understanding of social media and digital platforms. 	<ul style="list-style-type: none"> AF /I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Abilities:	<ul style="list-style-type: none"> Highly motivated with drive and energy for working with young people aged 14 upwards in a residential or group context, especially those with moderate or higher behavioural issues. Professional confidence, competence and knowledge base to 		<ul style="list-style-type: none"> AF/I AF/I

	<p>engage with young people and representatives of referral, other agencies and parents</p> <ul style="list-style-type: none"> • Proven ability to contribute positively as a Team Member • Ability to motivate and enthuse young people and colleagues. • Able to think in an abstract and creative manner. 	<ul style="list-style-type: none"> • Marketing and Media experience. • Experience in attracting funding and other revenue streams . 	<ul style="list-style-type: none"> • AF/I • AF/I • AF/I • AF/I • AF/I
Miscellaneous	<ul style="list-style-type: none"> • Willingness to work unsociable hours (including sleep-ins or waking nights and bank holidays). • Be capable of responding promptly and efficiently to emergencies when on call. 	<ul style="list-style-type: none"> • Full clean UK driving licence and access to a car. • Willingness to travel outside of London. 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>