

Job Description

Job Title	Relief Worker	Department	Care and Support
Grade (if applicable)	D2 – Living Wage	Location	

Job Purpose

The role of Relief Worker is to work on an as and when basis to assist in the provision of a highly customer focused care service, which promotes independence, respect and choices by ensuring a professional and supportive approach at all times.

To assist customers with queries and support when needed in accordance with current best practices according to company policies and procedures, agreed standards, legislative requirements, safeguarding and relevant regulations.

Accountabilities or “What You Have to Do”

- To provide a high quality, customer-oriented service and understand that all the actions should be customer- led.
- As directed by the manager and support team you will assist in providing care and support to customers in the provision of service and supported housing.
- Maintain and promote the dignity of all individuals which improves their health and wellbeing in a safe and appropriate environment.
- Foster effective communication with each customer and work colleagues and to be aware of communication differences and adopt an approach to suit an individual preferred method of communication.
- Encourage and enable customer to be as independent as possible with regards to their daily living skills and maintaining or improving their quality of life, this includes encouraging personal interests, access to social networks and social activities.
- To maintain records where necessary, ensuring these are wholly accurate, up-to-date and completed in a timely manner.
- Recognise signs of distress in customer and identify and assess positive ways to reduce this and advise the support team promptly of any signs of problems or concerns over a customer.
- To liaise with other relevant people involved with the customer, including family and friends, GP’s and other health and social care professionals.
- To ensure Confidentiality is maintained at all times, that a customer’s personal details are not disclosed to any unauthorised person.
- Other further tasks such as general cleaning and security duties.
- Undertake training and development as required.

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16/05/17	CAS/OP/NT/V1.0	TA	16/05/18

Knowledge, Skills and Experience
Essential

- Experience of working with people from various backgrounds and sectors of society (this could be friends, family, professional experience, children etc.)
- Compassionate, patient, reliable and empathetic.
- Customer focused with excellent communication skills both written and verbal.
- Flexible and approachable with a positive attitude.
- Excellent team player who can work flexibly to meet business requirement.
- Basic literacy and numeracy skills.
- Knowledge of safeguarding adults at risk procedure.
- To demonstrate IT Skills to include a basic proficiency in Microsoft Office including Word and Excel as well as a willingness to learn specific IT systems used within Care and Support; and complete relevant IT training where required.

Desirable

- Experience of working in a Care and Support environment.
- Understanding of regulations and legislation within the housing and social care profession.
- A relevant qualification e.g. NVQ or Diploma in Health and Social care.

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Competency Framework

Deliver the Vision
<ul style="list-style-type: none"> Focuses on the company's goals, understands its direction and contributes to its overall success.
Focus on Performance
<ul style="list-style-type: none"> Takes ownership of the performance and development of themselves, supports the development of others.
Strive for Excellence
<ul style="list-style-type: none"> Continually looks for ways to improve the service provided by self, team and the organisation.
Be Commercially Minded
<ul style="list-style-type: none"> Aware of the need to add value to support economic, sustainable growth for the organisation.

Additional Information
<ul style="list-style-type: none"> The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

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