

APEX HOUSING ASSOCIATION



JOB DESCRIPTION

JOB TITLE: Residential Worker Complex Needs

REPORTS TO: Manager

DEPARTMENT: Housing and Care Services

DATE: May 2025

REVIEW DATE: November 2025

ROLE PURPOSE:

The post holder will work within a team to develop and deliver personalised support services to adults with learning disabilities who display complex needs (mental health issues, physical disabilities, and varying levels of challenging behaviours) in a way that respects the dignity of the individual and promotes independence)

Key Competence	Key Activities
<u>Support and Care</u>	<ul style="list-style-type: none"> To assume the role of shift leader on a frequent basis where you will have total responsibility and accountably for the scheme and its staff. You will therefore be solely responsible for effectively managing workloads and staff through effective delegation and work scheduling To effectively manage the varying needs of service users within 4 different cottages. To respect and promote the rights and entitlements of people with learning disabilities and complex needs, and to enable them to participate as fully as possible in their communities. To be responsive to the individual needs of service users within the framework of their Person Centred Plans and to respond flexibly to changing needs. To be able to effectively manage a large frequency of incidents involving adults who display complex needs (mental health issues, physical disabilities, and varying levels of challenging behaviours). To be able to effectively manage service users who may display severe learning disabilities combined with serious challenging behaviour and/or additional multiple disability and/or mental health issues. To effectively support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person Centred Plan. To work within agreed management protocols and guidelines for individuals with complex needs. Conduct Health and Safety Audits as required.
	<ul style="list-style-type: none"> To order, store and record prescribed medication in accordance with Apex's policies and procedures. Maintain accurate and up to date records in respect of prescribed medication in accordance with Apex's policies and procedures To complete drug audits as per Apex policies and procedures To oversee the planning, implementation and continuous evaluation of resident care programmes taking into account the

	<p>views of residents and their families.</p> <ul style="list-style-type: none"> • To oversee the planning, implementation and continuous evaluation of resident support plans • To ensure appropriate documentation is established and maintained in respect of new residents. • Assist the Manager with effective stock control and ordering of all supplies required by the scheme. • To carry out and record all financial transactions involving service users within the Associations guidelines. • To ensure all services are delivered in accordance with recognised standards including RQIA and Apex's policies and procedures. • To ensure a commitment to the statutory duties under Section 75 of the N. Ireland Act 1998. • Establish and maintain information required for Supporting People. • Administer a range of medications within resident protocol and within current Apex policy and document this accurately. • Set up Direct Debits for new residents, as required. • Comply with all Health and Safety policies including accident/incident reporting and reporting any other additional concerns.
<u>Achieving Results & Customer Service</u>	<ul style="list-style-type: none"> • Must maintain registration with NISCC on an annual basis. • Must complete an induction upon commencement combined with participating in a competency assessment within your probationary period. • Manage and maintain accurate and up to date records in respect of: support plans, prescribed medication, scheme diary, communication book, cleaning sheets, fridge/freezer/temperature records. • Assume responsibility for all documentation in respect of new residents and ensure these are maintained. • Follow the Associations complaints policy on receipt of any complaint made by a resident or on behalf of a resident • To develop and sustain warm and trusting relationships with service users. • To promote the self-esteem, happiness and emotional health of service users. • To respect the client's right to privacy and to ensure that their dignity is maintained at all times. • To encourage and support service users in expressing their needs, views and concerns. • To fully promote and support independent living through resident's personal choice, advocacy and support. • To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes. • To encourage service users to reach their potential and to provide support and assistance in order to maintain person care needs. • Show courteous and willingness to help/assist all persons visiting the scheme. • Observe and report changes in resident's health and behaviours. • Organise hospital/GP appointments as and when required. • Prepare and serve meals meeting the dietary requirements of each individual resident. • Liaise with the Manager to continuously implement and review programmes of activities based on residents individual needs • Arrange and actively participate in resident's activities including holidays, day trips, seasonal events and fundraising for the scheme. • Carry out house visits with Manager as and when required. • Attend fundraising committee meetings. • Conduct Family Involvement Surveys. • Support and enable good relations between residents and the local and wider community.

	<ul style="list-style-type: none"> • Provide a comprehensive handover. • Deliver all tasks on time and to agreed quality standards • To plan work and carry out tasks without detailed instruction • To make constructive suggestions, prepare for problems and suggest opportunities for constant improvement and development • Maintain high standards despite pressing deadlines and produce accurate, thorough professional work. • Actively participate in supervisions and performance appraisals with the Manager. • To attend and participate in mandatory and other training and development as required. • To prioritise workloads combined with attaining budget, time and quality controls. • Listen and respond effectively to any questions raised by service users, staff, family or other clients. • Use a team approach when dealing with residents and commit to exceeding customer satisfaction. • Continuously follow up and monitor customer service to promote the effective evaluation process. • Ensure a good standard of house keeping is maintained. • To provide cover for scheduled annual leave, training and other ad hoc absences.
<u>Team Work</u>	<ul style="list-style-type: none"> • Work collaborating with all staff and promote motivation and engagement at all levels. • To be able to work collaboratively with staff, co-workers, peers, managers and residents. • Establish and maintain good working relationships with the multidisciplinary team, residents, visitors, colleagues, relatives, other departments/all levels of management. • Act as part of a team in the preparation, implementation and ongoing review of programmes of activities based on resident's individual needs. • To promote equality and diversity in working practices and maintain positive and constructive working relationships • To share critical information with all relevant staff • Treat all people with respect. • To ensure and maintain the Health & Safety of persons whilst undertaking duties. • Summon the necessary assistance as appropriate and to undertake direct hands on support in emergencies until the required assistance arrives.
<u>Interpersonal & Communication Skills</u>	<ul style="list-style-type: none"> • Build momentum to get things done by communicating clearly and concisely to all appropriate staff. • Use negotiation skills and adaptability to encourage recognition of joint concerns, collaboration and to influence the success of outcomes. • To ensure confidentiality is maintained at all times in relation to residents, relatives and staff (unless you believe harm may be caused to the person or other person). • Attend and participate in residents' meetings, as required. • Maintain appropriate written records of administration to include risks, finance and audits. • Communicate effectively with public bodies to support resident's development.
<u>Leadership</u>	<ul style="list-style-type: none"> • As a shift leader you will have direct responsibility for: <ul style="list-style-type: none"> ○ Liaising with the Manager to identify and establish work targets and development objectives. ○ Ensuring staff are inducted and facilitating the induction of new colleagues when required ○ Managing the staff within the scheme. ○ Analysing staffing levels and Identifying upcoming recruitment requirements ○ Co-ordinating workloads and delegating as appropriate. ○ Managing work schedules to ensure targets and deadlines are achieved.

	<ul style="list-style-type: none"> ○ Identify and address poor staff performance, as appropriate. ○ Implementing contingency plans as required • Conduct Return to Work Interviews, as required. • Provide assistance to those conducting inspections including RQIA, Pharmacy, Housing and Care Services Manager and representatives from the Board of Management. • Ensure a comprehensive handover is conducted • To provide a supportive working environment whilst motivating and supporting others. • To respond to work situations as they arise and create novel solutions to problems. • To coordinate work tasks which promote high levels of success and ensuring deadlines and changing priorities are met. • Ensure issues are dealt with consistently and effectively. • Understand and encourage and carry out the principles of integrated safety management • Continuously helps and coaches others in their professional development • Exhibit a “can-do” approach and encourage team spirit and moral at all times
<u>NOTE:</u>	<u>These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing and the Manager the duties may change from time to time to enhance the service.</u>