



# TERRAGLEN

## Residential Care Services

**Position:** Relief Support Worker

**Reporting to:** Person in Charge (PIC), Deputy Social Care Manager and Social Care Leader

*The following description is intended to give a broad outline of the post only; it is neither inclusive nor definitive. Duties may be altered or amended to suit the changing needs of our Service Users.*

*It is TerraGlen's policy to review job descriptions on an on-going basis.*

### **Overview**

The Relief Support Worker is expected to engage in daily activities and routines of the service that they are working in, inclusive of direct support to service users, administration work and daily household tasks required of them. The post will be based at our residential and respite services. Travel may be required.

### **Job Description**

- To motivate, support and encourage service users to engage in planned activities of their choice
- Supporting the care of the service user, such as personal care and providing a general overview of their everyday needs
- In line with New Directions (HSE, 2012), support and promote independence and integration into the community in your approach with the service user group
- Take personal responsibility for educating yourself about each service user, listening to the service user and utilising reflective practice to enhance and develop your own skills and knowledge
- The Relief Support Worker will be expected to participate in a key worker role, with guidance from a senior member of staff

- Work within the context of TerraGlen's Vision, Mission Statement and Philosophy
- Work to progress their professional development in line with TerraGlen's Proficiency Model
- Recognise that each individual is unique and work in consultation with them to enhance their strengths and further enhance their quality of life
- Adhere to TerraGlen's Code of practice, confidentiality, code of conduct and to display a high standard of professionalism
- The Relief Support Worker will be expected to work as part of a team, inclusive of supporting other staff members in relation to taking ownership of their workload
- All staff are required to attend regular team meetings and engage positively in supervisions by PIC/ Deputy Manager/Social Care Leader
- In line with GDPR, maintain and uphold the organisations and Service Users' confidentiality at all times
- In consultation with our Medication Policy, upkeep the management and administration of medication
- Liaise with multi-disciplinary teams, families and other relevant people pertaining to the service user
- Carry out required Health and Safety related observing and reporting
- Contribute to Service Users' Person Centred Planning meetings and other relevant meetings pertaining to Service Users, following up on any actions and outcomes from the meetings
- Endeavour to ensure that service users receive support in their daily lives
- Support Service Users to make appropriate choices
- Report concerns in relation to their welfare inclusive of safety and health requirements
- Record accurately in line with National Standards and New Directions
- To effectively support the service user in managing behaviours of concern, utilising the Positive Behaviour Support Plan, individualised to each service user
- Participate in maintaining a high quality service by adhering to all internal/external audits and ensuring that all actions are followed up on

- Follow all financial procedures in line with policies, report and record all discrepancies
- Build and maintain a positive rapport with families and other relevant people in Service Users' lives
- Develop and maintain professional rapport with co-workers and team to ensure an effective service is provided for service user
- Create opportunities for service users to be a part of the community
- Promote opportunities for supporting service users' volunteer/employment/educational needs
- Attend all applicable and mandatory training and any other specified development programmes
- Attend and engage positively to supervision and appraisals, utilising reflective practice to enhance development and skills and to reflect on practice
- Undertake any other work which may arise within the scope of Relief Support Worker in order to meet the requirements of the service
- Any other duties as reasonably requested by your line manager or senior manager relevant to the key responsibilities of the post

### **Person Specification**

- Relevant Health Care or Social Care qualification (minimum QQI Level 5)
- A full driving licence with two years' experience is desirable

### **How to apply**

Email TerraGlen at the address below – tell us in your cover letter why you're interested in working with us and attach a copy of your CV.

We look forward to hearing from you.

**recruitment@terraglen.ie**