



## **Job Description Residential Support Worker (RSW) – Relief Panel**

### **Scope of Responsibility**

The Residential Support Worker (RSW) is responsible to provide day-to-day care for the service users of the Anne Sullivan Centre (ASC).

### **Reporting Relationships**

The position reports to the Team Leaders and the Social Care Leader.

### **Key Responsibilities**

#### **Care of Service users**

Ensure that the life and experience of each service user reflects the core values of the ASC and person centred care plans and that all service users:

- Experience dignity and respect
- Share ordinary places – going into the community
- Make choices
- Have the opportunity to make a contribution and learn.

Demonstrate empathy towards service users:

- Get to know each service user in your care
- Pay attention to each service user in your care
- Pay attention to the 'cues' in their behaviour – read them
- Be patient – slow down.

Review and put into practice the details of the care plan for each service user.

Review, regularly, all protocols of care for each service user in your care.

Understand and facilitate service users' needs through the use of appropriate communication systems.

Establish, through continuity of work with service users, trust relationships with service users.

Accompany service users to appointments and other events as requested.

Act as advocate for service users – within the ASC and in the community - who have difficulty in expressing their needs.

Adhere to all ASC Policies, Procedures, Employee Handbook, and working practices.

Adhere to all relevant national policies, including (but not limited to) HIQA Standards, HSE Policies, including any safeguarding plans.

#### **Health, Safety and Hygiene**

- Adhere to the procedures and policies as outlined to maintain operation of each house to the appropriate standards.
- Adhere to Health & Safety standards and ensure that the health and safety of each service user is central to day-to-day activities.
- Maintain a high level of hygiene and cleanliness of houses at all times.
- Maintain the highest level of work practice within the house.

#### **Physical Aspects of Supporting Service users**

Assisting service users who have reduced mobility.

All RSWs will be trained in the Management of Actual or Potential Aggression (MAPA) to ensure staff can respond effectively to disruptive and challenging situations.

## **Communication and Team Work**

- Ask questions to check when unsure of protocols.
- Share information with the team that has a direct impact on service users.
- Be clear and factual in communications.
- Prepare daily logs in the EPIC system using clear and precise language that others can interpret and understand.
- Provide support to the team and focus on forging effective working relationships.
- Share information and is inclusive and participative with the team.
- Provide input and make suggestions.
- Show consideration and respect to other team members and colleagues.
- Respond to conflict in a calm way by endeavouring to defuse the situation.

## **Professional Development**

Reach out to more experienced RSWs and learn from them.  
Demonstrate a desire to improve and learn.  
Accept feedback from the team and learn from your experiences.  
Participate in staff training and development program.

## **Liaison with Other Professionals**

Work collaboratively and supportively with the multi-disciplinary team to ensure that highest level quality of care to address the specific needs of each service user.  
Manage all such relationships with the highest level of professional decorum to ensure that the needs of each service user are met.

## **Other Duties**

Undertake duties as may be assigned by the Social Care Leader or Team Leader to support the care of service users.

## **Hours of Availability (Work)**

As a Relief RSW hours worked will be based on the roster requirements and your availability which we expect that you will have on a regular basis. The position works on a roster schedule over 7 days for either day shifts or waking night shifts. There is a requirement to have availability for shifts Monday to Friday.

## **Qualification and Experience**

- Ideally QQI Level 7 Degree in Social Care or equivalent degree or experience suited to a residential care facility.
- Minimum of FETAC Level 5.
- Essential to have CPI, Fire Safety and Manual Handling training completed and up to date.
- An Understanding of HIQA Standards, Regulations, Safeguarding of Vulnerable Adults and Duty of Care, and the HSE Report "New Directions".
- Experience in supporting people who display challenging behaviour.
- Ability to demonstrate the skills required to work with people who have a dual sensory impairment and an intellectual disability.
- This post is subject to Garda vetting.

## **Competencies**

- Professional Autonomy
- Accountability
- Communication
- Collaboration
- Team working
- Safety and Quality

## **How to apply**

Please submit your CV and cover letter to the HR Manager Gráinne Gibbons, via email to [recruitment@annesullivancentre.ie](mailto:recruitment@annesullivancentre.ie)

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