

## Resource Centre Officer

### Care & Support (C&S)

Overview	
<b>Role Purpose</b>	To provide person-centred assistance to vulnerable adults with needs including stroke/head injury, frailty, learning disabilities or those living with dementia; supporting with all aspects of physical, emotional and personal care to live full, safe lives as independently as possible
<b>Responsible for</b>	Supporting and participating with customers to access daily programme of activities and services in the resource centre and in the local community as part of our Community Outreach Programme and facilitating the smooth running of the resource centre in the absence of senior staff. Supporting volunteers to deliver activities and develop through learning.
<b>Reports to</b>	Senior Resource Centre Officer
<b>Line management</b>	n/a
<b>Date</b>	July 2021

Role relationships	
Internal	Colleagues and managers in the service and adjoining Extra Care scheme
External	Families of our customers, referral agents, statutory, third sector and voluntary community groups working with us to support our customers

Role accountabilities
<p><b>Key tasks:</b></p> <ul style="list-style-type: none"> <li>Assist customers to manage as independently as they can with their physical, social and individual needs, giving them opportunities to make choices about the services they receive; promote privacy, dignity, choice and independence at all times</li> <li>Facilitate customers to be involved with the programme of activities at the resource centre, in the local community as part of our Community Outreach Programme and NHG generally. Attend customer meetings to ensure customer activities are reviewed regularly so that they are relevant and reflect customer's desires and that new activities, workshops and events are innovative and that any service issues are picked up.</li> <li>Ensure customers are informed and consulted and given appropriate information about the service, including signposting and being aware of what is available locally.</li> </ul>

## Role accountabilities

- Ensure referrals and assessments are completed and signed off according to procedure and reports are written according to the Care Standards requirement
- Ensure care plans and risk assessments are followed and reviewed as appropriate.
- Familiarise yourself with service procedures and best practice and seek advice and guidance from your line manager if required
- Work with the Senior Resource Centre Officer, colleagues and customers to promote a culture of openness, innovation and involvement and to continuously improve service quality; participate in team meetings and supervisions every six (6) weeks
- Key work a number of customers, prepare and action person-centred care plans and risk assessments and write reports according to the Care Standards requirement.
- Collect customer meal monies, record and reconcile to catering manager daily in line with petty cash policies and procedures; support the daily programme of activities, including any collection of money as may be necessary
- Take responsibility to manage your workload effectively and to contribute towards the smooth running of the service.
- Communicate with customers, in partnership with other teams, to ensure all services are delivered seamlessly.

### General duties:

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

## Role behaviours

Accountability and delivery

Collaboration:

- Challenge and support each other
- Partnerships make us and our communities stronger

	<ul style="list-style-type: none"> <li>We are united and we are one NHG</li> </ul>
Communication and inclusion	Integrity: <ul style="list-style-type: none"> <li>Act with integrity and openness</li> <li>Motivated by the positive impact of our work</li> <li>Independent, financially strong, with good governance</li> </ul>
Customer focus	
Service improvement	Inspiration: <ul style="list-style-type: none"> <li>Inspired by what we do and where we've come from</li> <li>Committed, relevant and make a difference</li> <li>Belief that actions can change lives and communities for the better</li> </ul>
<p>As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate</p>	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>Providing care and support in a paid or voluntary capacity, preferably in a day care setting</li> <li>Working with a wide range of vulnerable adults, including people living with dementia and learning disabilities, in a paid or voluntary capacity</li> <li>Developing services and researching the needs of customers</li> <li>Understanding of aims and objectives of care, as well as an understanding of the resource centre requirements</li> <li>Understanding of the diverse needs of our customers and the support needed to meet them</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Building successful person-centred working relationships with customers</li> <li>Prepare and action person-centred care plans and risk assessments and write reports according to the Care Standards requirement.</li> <li>Effective IT skills including basic MS Office packages, Word, Excel and Internet.</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>Level 2 Diploma in Health &amp; Social Care, or equivalent or willingness to work towards this qualification</li> </ul>

Role requirements	
DBS	<ul style="list-style-type: none"> <li>Enhanced DBS and barred list check</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>Information/Data User (all staff)</li> </ul>



# Role profile