

Job Description

Position:	Day/Evening Service Provider
Reports to:	Village Manager
Grade:	A

Overall purpose of the role:

- To provide support and the highest standard of service all residents within the village and ensure that their individual wishes and needs are met.

Responsibilities:

- To be able to quickly assess the situation and ensure all residents are always treated with respect and dignity, emphasising their independence and supporting them as individuals. This may involve signposting them to other services or within the village or seeking support from other staff in order for any queries or concerns to be resolved.
- To observe the code of confidentiality, respecting the privacy of the residents and to uphold the reputation of the company.
- To assist in maintaining a happy working atmosphere at all times, and to be welcoming and helpful to all residents, family members and visitors to Woodland court.
- Maintain a high standard in personal hygiene and appearance.
- To report accidents, resident concerns or incidents immediately to Management, as well as any concerns you may have about the running of the village.
- Setting and maintaining high standards to comply with legal requirements and good practice, and ensure that Brunelcare policy and procedures are followed which includes among others Health & Safety, Fire regulations.
- To maintain positive communication with residents by contacting residents on a daily basis to ascertain their wellbeing and needs.
- To respond to emergency call bells and provide assistance where possible.
- In emergencies to ensure that medics or emergency support is sought for any resident who requires attention. To ensure that family members and the manager are notified of the emergency.
- To identify from the residents needs and wishes appropriate social activities. This may include planning, implementing and getting feedback on how the event went in order to plan future events.
- At mealtimes to help in the dining room, with laying up of tables and serving meals and assist with the serving of tea and collection of trays.
- The village is 'one team' and on occasion you may need to help with other duties:
 - Washing up in the kitchen
 - Help with Administrative duties
 - Cover reception

In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by the supervisor/manager from time to time. However, such other duties must be reasonable in relation to the employee's skills, abilities and status.

Knowledge, experience and behaviours:

- Experience of supporting elderly people (desirable)
- Flexible and co-operative.
- Able to work on your own initiative.
- Able to observe the code of confidentiality.
- A willingness to adopt new procedures when required.

Environment:

Brunelcare is an award-winning Bristol-based charity providing high-quality housing, care, and support for older people in the South West, whilst also being recognised for our expertise and excellence in caring for people living with dementia. We are at the forefront of developing ways for people to stay as independent as possible whilst creating great communities to live, work, and thrive in.