



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	<b>Residential Assistant</b>
<b>LOCATION:</b>	<b>WLM Katherine Price Hughes Approved Premises</b>
<b>HOURS OF WORK:</b>	<b>36.5 hours per week on a rota to include Bank Holidays and weekends</b>
<b>CONTRACT:</b>	<b>Permanent</b>
<b>SALARY:</b>	<b>£25,907 to £27,262 per annum inclusive of London Weighting</b>
<b>RESPONSIBLE TO:</b>	<b>Manager/Deputy Manager</b>

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### ABOUT WLM

WLM has been working in the community in London since 1887. We currently work in Lambeth, Southwark, Westminster and Islington with a focus on PTS Coaching, Hubs & Residential Services, Counselling & Therapeutic Services and Criminal Justice Services.

WLM is a values led organisation. Our people are the heart of what we do. We have recently embarked on developing an asset-based approach in partnership with Mayday Trust building on our work embedding recovery and psychologically informed approaches

### ABOUT WLM KATHERINE PRICE HUGHES HOUSE

WLM Katherine Price Hughes House (WLM KPH) is an Independent Approved Premises commissioned by the Ministry of Justice. Approved Premises (APs) provide an enhanced level of supervision, monitoring and rehabilitation for those released from prison. The post requires experience of working with vulnerable people and an understanding of residential setting.

The aim of WLM KPH is to provide every resident with a transforming experience which brings together an awareness of risk reduction, organised and effective rehabilitation into the community, and personal growth and motivation. WLM KPH aims to provide a residential placement which operates to Enabling Environment Standards which provide a flexible and adaptable framework to support improved relationships and well-being for all.

### **What does the Probation Service do?**

The Probation Service is a statutory criminal justice service responsible for providing advice to courts, assessing, supervising, and managing risks posed by offenders sentenced to Community Orders and those released into the community, while protecting the public.

### **What do Approved Premises do?**

Approved Premises provide residential accommodation in the community for people who leave prison assessed as posing high risk of harm to the public, victims, and children, as well as those having complex resettlement needs. This is done by:

**Pre-release planning:** Preparing people leaving prison for release by assessing their suitability for an Approved Premises placement and supporting them in the transition from prison into an Approved Premises.

**Residence:** Resettling people who have committed offences into the community by providing enhanced monitoring through curfews, supervision and supporting their rehabilitation.

**Purposeful activity** is another key aspect of the Approved Premises role. People living in the Approved Premises must engage with purposeful activities which are facilitated by staff in the Approved Premises.

**Move-on:** Due to the limited stay in an Approved Premises, it is important to plan and prepare people living in the Approved Premise for move-on and support them to begin living a more independent, settled, and trouble free life in the community.

### **ABOUT THE ROLE**

The Resident Assistant (RA) plays a central role within the rehabilitation journey through supporting WLM residents at KPH to make constructive changes in their lives and resettle back into the community effectively. As a RA you will be part of a wider team providing 24 hour cover contributing to the supervision of residents within set policy and procedures. This includes monitoring residents, communicating effectively within the team, and sharing key information. The RA will also work to promote diversity and equality by promoting an inclusive culture and maintaining an active presence through regularly engaging with residents and always maintaining their safety by adhering to health and safety guidelines.

The Residential Assistant must adhere to the policies in respect of the confidential nature of the information access whilst working in this position. Full training will be given which includes an induction programme procedural training for room searches, drug training, a set amount of shadow shifts and first aid training,

Candidates must be able to work a shift rota that will include working at night or during the day including weekends.

An Enhanced DBS Certificate will also be required for the role

## **MAIN DUTIES AND RESPONSIBILITIES**

1. Assist in the supervision of residents in accordance with policy and practice under the direction and guidance of managers and relevant staff where necessary. Deal with routine issues raised by residents on a day-to-day basis.
2. Staff and supervise the Approved Premises during designated shifts, escalating serious incidents to designated On-call Manager and adhere to the procedure of completing incident reports as necessary.
3. Ensure enforcement of Approved Premises rules and act upon any breaches in accordance with procedures and policy. Challenging anti-social and inappropriate behaviour and reinforcing pro-social behaviour and attitudes.
4. Liaise with Key Workers, Deputy Manager and Manager as appropriate to share issues concerning residents.
5. Process information and maintain records including inputting information on the database system by recording any significant occurrences relating to residents during shift. Monitor and record residents' movements in and out of the building.
6. Carry out alcohol and drugs tests as required by management. Adhere to prescribed medication procedures including the issuing of medication to residents and ensure information is recorded appropriately.
7. Deal with telephone calls and visitors and monitor the work of visiting contractors to the Approved Premises in accordance with procedures.
8. Contribute to maintaining a safe and productive work environment by adhering to health and safety procedures and using appropriate equipment whilst on shift. Monitor and record Health and Safety checks and escalate related concerns to management.
9. Monitor behaviour of high risk residents and motivate residents to ensure compliance. Respond appropriately to aggressive and or abusive behaviour.
10. Represent the Approved Premises and West London Mission in a professional and competent manner.
11. Participate in training and development activities. Attend supervision and reflective practice as required.
12. Conduct curfew checks, wellbeing checks, fire alarm tests, room searches, clearing of residents' room as required and monitor CCTV equipment. Report any maintenance or security issues in accordance with procedures.
13. Always maintain an active presence in the AP. Regularly engage with residents in a pro-social manner. Contribute towards the protection of residents, e.g., monitor in line with risk assessments.

14. Support the arrangement and delivery of purposeful activities for residents within the premises and undertake effective induction and exit interviews of residents.
15. Undertake First Aid if a resident is injured or self-harms (*relevant training and guidance will be provided*).
16. The Approved Premises managers may require such duties commensurate with the responsibilities of the post and grade.

## **PERSON SPECIFICATION**

**POST: Residential Assistant**

**LOCATION: WLM Katherine Price Hughes Approved Premise (KPH)**

We seek Residential Assistants who can demonstrate the following competencies to a high level. We will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<b>Resident focus</b>	Demonstrates consideration and respect to all stakeholders and acts in accordance with WLM's diversity values.
<b>Organisation and planning</b>	The ideal candidate is self-motivated with a high level of time management and is able to meet conflicting deadlines whilst still producing a high level of quality.
<b>Proactivity and initiative</b>	Demonstrates an ability to challenge the current operating procedures with suggestions of their own.
<b>Communication</b>	In both oral and written format, the ideal candidate will demonstrate clarity and concise delivery using appropriate language.
<b>Team Work</b>	Self-aware, approachable and reliable. Is able to build lasting working relationships.
<b>Administration and IT</b>	Able to manage databases (or information) accurately in paper and electronic formats, and is compliant with data protection laws and confidentiality.
<b>Reasoning and problem-solving</b>	Ability to respond appropriately to challenges and implement new ideas to solve and overcome problems.
<b>Work with external agencies</b>	Liaises and works well with external agencies and contacts.

**Please use your application to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address the criteria in your application in the order they appear.**

### **Experience**

1. Experience of working with a diverse range of people who have experienced personal / social difficulties
2. Experience of working in a residential setting
3. Experience of working with people with challenging behaviour

### **Knowledge**

4. An understanding of the underlying issues which contribute to offending behaviour
5. Understanding of the risk management of service users
6. Understanding of good Health and Safety practice
7. Understanding of good anti-discriminatory practice

### **Skills & Abilities**

8. Good oral, written, administration and IT communication skills
9. Ability to work as part of a team
10. Ability to relate to residents in both support and authority roles
11. Ability to prioritise workload and manage time effectively
12. Commitment to the values of West London Mission and an understanding of its ethos

**All criteria are essential and tested in application and interview**