

Bank Worker

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To work flexibly delivering support and care services to residents in accordance with the care & support plans

To work as part of a team providing personalised care and support/wellbeing to residents in line with established care/support plans.

You will be subject to an Enhanced Disclosure and Barring Services check and an Adult and Child Banned List check.

The location

You could be required to work at any of our Supported and Extra Care schemes on the Isle of Wight, therefore you need to be able to work flexibly including evenings and/or weekends and occasional sleep-ins if required. A full driving licence and access to a vehicle for business use (where mileage will be paid), is desirable but not essential as long as you are able to travel as required.

What you'll be doing:

Committed to putting residents first, understanding their needs and expectations and achieving results.

Care & Wellbeing Services

- Provide the care and/or support to each resident as identified in their person-centred care and/or support plan. This may include personal care at some services
- Deliver the care and/or support in a way which promotes independence, rights, respect, choices and inclusion in their community.
- Summon professional assistance in the case of an emergency/or deal with an emergency situation
- Maintain and develop professional relationships with residents
- Provide assistance with the security of the residents' home, and provide support with maintaining a safe and secure environment
- Follow health and safety policies and procedures at all times, including food hygiene, manual handling and infection control
- Maintain resident records including recording incidents, safeguarding, accidents and near misses
- Maintain professional boundaries at all times
- Maintain confidentiality and ensure GDPR regulations are adhered to

Training/Good Practice

- Attend learning sessions as requested
- Restricting tasks undertaken to those which training and/or authorisation has been given
- Keep up to date with current practice by reading the policies and procedures in each scheme where you are employed

Safeguarding

- Follow all steps outlined in individual and environmental risk assessments, as appropriate
- Follow the local adult and children safeguarding procedure in conjunction with SH policies and procedures

Communication

- At the start of each shift, report to the Team Leader/Registered Manager/Senior and follow the directions given
- Communicate effectively and sensitively with customers
- ID badges must be worn at work at all times when on duty

What you'll need:

Skills, knowledge, experience and abilities

Essential:

- No experience necessary – full training and guidance will be given
- You will need to have good interpersonal, communication and organisational skills
- You need to be able to learn and apply new skills
- You need to be able to deal with a variety of people with tact and diplomacy
- You need to be able to work as part of a team
- You need to be able to act calmly in an emergency and respond in a professional manner to stressful and challenging behaviour

CREATING COMMUNITIES TOGETHER



- You need to have empathy, compassion, patience and flexibility
- You need to be able to work unsupervised
- You need to be able to adapt to working environments
- You need a commitment to promoting equal opportunities and anti-discriminatory practices
- You need to have basic IT skills

Desirable:

- Experience of working with people with care and/or support needs
- Understanding of relevant legislation in respect of CQC (Care Quality Commission)
- An understanding of Safeguarding Vulnerable Adults and Children

Qualifications/ professional development

Essential:

- You need to have the willingness and ability to obtain underpinning knowledge required to perform the duties of the role

Desirable:

- NVQ 2/3 qualification in care (or equivalent work-related qualification)