

Job Description



Position Details

Position:	Residential Service Officer – Augusta House
Directorate:	Adults & Communities
Service:	Provider services
Position no:	BG02983 / BG02986
Grade:	5
Hours of work:	22.5
Work style:	Service Based Worker – Augusta House
DBS required:	Enhanced Disclosure with Child and Adult Barred List
Contact:	Dafydd Flay - Dafydd.Flay@blaenau-gwent.gov.uk
Date:	26 th March 2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Team Manager

Responsible for: Assisting in the delivery of assessed care and support to individuals using the service, by organising and participating in programmes designed for the purpose of maximising individuals potential and fulfilment.

Principal Accountabilities

1. Ensure that the principles/standards laid out in the Regulation and Inspection of Social Care Act 2016 underpin all aspects of your work.
2. Contribute to the management of behaviours that challenge.
3. Encourage and support individuals to participate in all decisions relating to every aspect of their lives.
4. Provide help, guidance and personal care as needed by the individual, ensuring dignity and self-esteem are maintained at all times.
5. Assist individuals to choose and take care of their clothing, encouraging appropriate dress for all situations and weather conditions.
6. All financial transactions are recorded in accordance with departmental procedures & guidelines.
7. Support individuals to participate fully in social/recreational activities.
8. Assist individuals to use community facilities.

9. Maintain appropriate and trusting relationships with individuals.

10. Support individuals to manage their own medication where appropriate and administer medication in line with agreed departmental policy & procedure.
11. Contribute to the individual care & service planning process, write reports and attend meetings and care reviews as & when necessary.
12. Observe confidentiality in all areas of work, as necessary, recognising particularly the vulnerability of the individuals.
13. Liaise with care managers, day service staff, families, carers & colleagues as necessary and in the best interest of the individual.
14. Maintain records as required, reporting and recording in an appropriate manner matters relating to the individuals.
15. Participate in staff meetings, staff supervision, and staff development.
16. Participate in training courses as required.
17. Contribute to the provision of Advocacy for the individuals.
18. Ensure that the policies, procedures and guidelines of Blaenau Gwent County Borough Council in relation to tenants, staff and premises are adhered to.
19. Other duties appropriate to the grade and post as directed by the Director of Social Services.
20. Comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
21. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Qualifications/relevant experience	E	A
QCF level 3 in Health & Social Care.	E	A
QCF level 3 – Children & Adults This post requires a registration with Social Care Wales. If you are not already registered, then you will need to register within 6 months of starting your employment. Information on how to register with Social Care Wales can be found on the following website: https://socialcare.wales	D	A
Experience		
Experience working with individuals with learning disabilities	E	A
Be able to drive and have a clean licence	E	A
Be able to undertake sleep in duties (if nessecery)	E	A
Be able or willing to undertake MIDAS training to be able to drive an adapted minibus.	E	A
Knowledge / Skills		
An understanding of the principles that underpin a quality care environment i.e. Privacy, dignity, respect, independence and rights.	E	A
Knowledge of minimum standards set by Care Standards.	E	A
Understanding of principles of social role valonstatin e.g. valued community presence	E	A
Personal Attributes		
Demonstrate respect for service users needs and wishes, the maintenance of their dignity and independence	E	A & PP
Ability to work flexible hours including weekends & sleep in as and when required	E	A & PP
A commitment to the development of performance through supervision and training	E	A & PP
Understand and respect the principles of confidentiality	E	A & PP
Special Working Conditions / Requirements		
Be able to communicate effectively verbally and in writing	E	A & PP
Ability to promote the rights, dignity and choices of Service Users	E	A & PP
Be able to carry out practical tasks and give support to Service Users when assisting with their personal needs	E	A & PP
Be able to work without close supervision	E	A & PP
Be committed to training and developing own skills	E	A & PP
Be able to assist/support service users to enable them to maintain/achieve greater independence	E	A & PP
Be able to write, implement, monitor & review the service users Individual Support Plans/ care plans	E	A & PP
Able to liaise & communicate effectively with colleagues & other agencies	E	A & PP
Able to accompany service users on their holidays	E	A & PP

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A & PP
Involves line manager / colleagues in setting and meeting targets	A & PP
Reorganises work when necessary	A & PP
Sees tasks through to completion whenever possible	A & PP
Seeks help if workload becomes unmanageable	A & PP
Uses initiative to report issues that arise that impact on others	A & PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I & PP
Understands that changes are needed if things are to be improved	I & PP
Finds new and creative ways of doing things better	I & PP
Actively seeks to develop own skills and knowledge	I & PP
Learns from mistakes & welcomes constructive feedback	I & PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I & PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	I & PP
Understands the links between own professionalism and the possible impact on the Authority's image	I & PP
Has a professional attitude that sets an example to colleagues	I & PP
Takes pride in own work and that of colleagues	I & PP
Is respectful, courteous and helpful at all times	I & PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I & PP
Recognises potential value of others' opinions and actively seeks their contributions	I & PP
Asks for help when necessary	I & PP
Actively seeks to help others	I & PP
Is aware of the impact of own behaviour on others	I & PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I & PP
Makes sure that people are regularly informed	I & PP
Uses appropriate language, gestures and tone when talking with others	I & PP
Checks others have understood & seeks advice when necessary	I & PP
Actively seeks to improve all forms of communication with others	I & PP
Communicates professionally by using formal channels appropriate to the situation	I & PP

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