Job Description

Position Details

Position:	Residential Care Worker
Directorate:	Social Services
Service:	Cwrt Mytton
Position no:	BG15952 / 53 / 54
Grade:	4
Hours of work:	24.5 hrs / 28 hrs / 31.5 hrs
Work style:	Service Based Worker – Cwrt Mytton
DBS required:	Enhanced Disclosure
Contact:	Sian Gardner/Rowena Madden/Natalie Williams
Date:	July 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 Leader

Responsible for: Providing care and support to residents living with dementia at Cwrt Mytton, to enable them to live a full and meaningful life. Delivering an effective and efficient service whilst adhering to CIW Standards and Regulations.

Principal Accountabilities

1. To work within a regulated Residential Care Service, to become a registered Social Care worker with Social Care Wales, and to abide by the professional code of practice and practice guidance for Social Care Workers.

2. To provide care and support and promote independence to people living with dementia, many of whom will have other complex health and care needs.

3. To support residents, some of whom may have complex health and care needs, or be living with dementia, to live as independently as possible.

4. To support residents in a way which demonstrates respect, privacy, dignity, choice, rights, and ensure that individuals have a voice and control in making decisions relating to every aspect of their daily lives and how their care is received.

This could include (but is not limited to) supporting or directly assisting individuals: -

- To maintain continence, including stoma care, and support to manage catheters etc.
- To wash, dress, use the bathroom.
- To support / assist individuals with aids / equipment in line with training and risk assessment e.g. prosthetics, dentures, braces, hearing aids etc.

- With their nutritional needs, including assistance to eat and drink. You may be required to do this under the guidance of a Speech & Language Therapist's swallow assessment.
- To maintain good skin integrity, and to prevent the formation of pressure areas, and to work alongside health professionals to manage skin integrity where pressure areas have developed.
- To take their medication, which could involve either prompting or directly administering medication to the individual and accurately recording the administration of medication. You will be required to follow BGCBC Medication Administration Policy. You may on occasions be required to collect medication from pharmacies.
- Provide palliative and end of life care in accordance with the departmental good practice documents, including offering support to the family/relatives.
- Ensure that the individuals' personal possessions are respected and stored securely.
- Where required to do so, escort residents to attend appointments and activities outside of the home.
- The use of positive behaviour management techniques when working with people who display behaviours that challenge.

5. Responsible for delivering the care and support set out in the resident's individual support plan. This can include the use of hoists and other moving and handling equipment to support / assist individuals with manual handling in line with training and the risk assessment.

6. Responsible for keeping accurate recordings of the care you deliver, and to contribute to any reports that may be required from time to time, by partner agencies, or other professionals. E.g. attending meetings, to attend OT / GP visits or where your knowledge of the individual is needed, providing information to support Social Work Assessments, Risk Assessments or referrals, case notes, accident forms and all financial transactions. All records should be completed in line with departmental guidelines.

7. You must be vigilant and able to recognise and report any changes in the presentation of the individual and ensure that the Registered Manager / Team Leader is informed of your actions.

8. You will be called upon to escort Residents to attend appointments and social events and activities in the community. When out in the community with a resident you may encounter an emergency which will require you to contact emergency services via 999. You are responsible for recording and informing all relevant managers and other professionals of any emergency actions you have taken.

9. Take shared responsibility for the security of the building (always including residents' rooms and communal areas) and the safety of individuals within it and report concerns promptly. This includes allowing visitors, access to the building.

10. You will follow a flexible working pattern in accordance with management and service requirements this will include weekend and night duty (where applicable) in line with your rota.

11. As a registered Social Care Worker, you are required to complete 45 hours of training over three years to remain on the register

12. Participate in mandatory training and any training identified through supervision and appraisal.

13. To attend and participate in supervisions, staff meetings and any other meetings deemed necessary for the post.

14. To be a role model for new/ relief / agency staff

15. Ensure that the policies, procedures and guidelines established within the Council relating to residents, staff & premises are adhered to.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positivity 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		
NVQ / QCF Level 2 in a Care related subject, or willingness to undertake QCF Level 2	E	A
Registered, or willingness to register, with Social Care Wales once in post	E	A
All Wales Manual Handling Passport (current)	D	A
Experience		
Experience of working in a social/health care setting	D	A
Experience of working with other agencies, both public and private	D	A
Knowledge / Skills		
Understand and respect the principles of Promoting Independence	D	A/I/PP
Understand the core values i.e. privacy, dignity, right and choices of service users	E	A/I/PP
Knowledge and understanding of CIW Standards and Regulations	D	A/I/PP
Understand and respect the principles of confidentiality	E	I/PP
Able to communicate in writing, including record and report writing	E	I/PP
Able to verbally communicate effectively	E	A/I/PP
Ability to work in stressful and sometimes challenging situations	E	I/PP
Have a flexible approach to duties	E	I/PP
Ability to manage time effectively	E	I/PP
To be responsive to individual's needs, to show empathy and sympathy and to deliver care with sensitivity	E	I/PP
Special Working Conditions / Requirements		

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, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	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	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	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	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	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	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	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	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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