monmouthshire
sir fynwy

ROLE PROFILE

ROLE TITLE Night Care and Support Worker

POST ID SAS116

HOURS **Various**

GRADE Band D £28,153 - £30,023
Time and third between 10pm – 6am
Time and quarter for Saturday
Time and half for Sundays

LOCATION Severn View, Chepstow

WELSH LANGUAGE ASSESSMENT:
(b) Welsh language skills are desirable;

SAFEGUARDING:
Safeguarding and Child and Adult Protection are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

PURPOSE OF POST:

Severn View Resource Centre…..Who are we?

- We are part of the council and provide services to people of Monmouthshire who are no longer able to manage successfully at home
- We provide the following services:
- Residential Dementia Care – providing a safe and supportive environment for those living with a dementia.
- Respite services – short term respite stays to enable carers to have a break.
- Reablement Services – supporting people in the short term to help people regain independence and ensure that services if required in the long term are tailored to individual need
- Day Care Services – Providing opportunities of social stimulation and occupation for older people living in the community. This may be through attending our in-house Day Services provisions or being assisted to make other connections within the community that would be of interest to them.

Our Purpose:

- We promote a relationship based experience of receiving care - care that supports a more natural life, promotes choice, control, independence and meets the social and emotional needs of the people we support.
- Improved listening and assessment - we understand 'what matters' and we know the person 'ordinarily'. In this context person centred support is only ever about the individual and founded on the persons individual needs for autonomy, inclusion, identity, attachment and comfort.
- Making it home – We recognise that "home" is different to us all and our homes reflect who we are as an individual. We will support the person to create a home and be at home; what comfort, security and individuality is to you. Shared areas will reflect the people who live in the home and their preferences. They will be involved in deciding themes, decoration and the layout of these spaces.
- Services support the spirit of the person. We will place equal importance on the social and emotional well-being of the person as well as their physical well-being.
- Services support families, friends and other important people to remain involved - they will feel involved and listened to and encouraged to actively advocate for individuals in our care. They will develop relationships with staff and individual Keyworkers and work together to ensure person centred care is received for their loved ones
- The home looks, sounds and feels like a place for individuals to express themselves, have fun, make noise, be involved, be busy, find retreat and privacy and is at its heart whatever it needs to be to respond to how any person feels at any given moment.
- We recognise the importance of food and drink to a person's well-being. Mealtimes will be a relaxed and leisurely occasion. Food and drink will be available and visual to individuals at all time, so that food and drink can be enjoyed at a time that suits the individual. We will ensure we meet individual nutritional and dietary requirements.
- Maintaining connections with their local communities - to support people to maintain a sense of personal identity and inclusion in the local community. Communities will become more inclusive and awareness of dementia will increase. We will actively seek opportunities to engage in the local community both through accessing community and inviting community groups to visit regularly.
- Hierarchy - Services work closely with all those involved in supporting the person and direct relationships exist that support a seamless and autonomous approach.
- The role of our staff develops - We utilise the skills of staff more fully. Staff feel empowered, valued and their well-being improves. Staff are fully engaged and

involved in developments within the home. Staff are suitably matched as far as possible to the individuals they work with.

- All people involved in the care and support of individuals actively promote the service outcomes above.

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The Purpose of this Role:-
The purpose of this role is to ensure we provide continuity of care and high standard of service

Expectation and Outcomes of this Role:-

Here's what I am looking for from this role:
I need you:-

- To bring yourself; your personality, a big smile and a sense of fun. You need to understand that 100% is the minimum commitment.
- To work with people in a way that continually demonstrates a focus on being person centred and relationship focussed. You will need to spend time getting to know the people we support and developing a relationship that supports your role as an 'attached professional' rather than someone who is 'detached'
- To act as the keyworker for some of the people we support taking a lead on liaison with other people involved in their support
- To support people to do as much for themselves as possible working in a way that promotes ability and does not foster dependency.
- To provide care and support to people that is at all times sensitive, confidential and upholds the person's dignity.
- To ensure centre based services and activities look, sound and feel focussed on the individual; inviting, lively, active and stimulating.
- To actively work to safeguard individuals within POVA guidelines.
- To help people with all aspects of daily living. This includes personal care provided in a way focusses on a person's feelings and in a way that turns tasks into positive social interactions.
- To work with people based only on a detailed understanding of their needs and wishes as described by the person themselves. To spend time to listen and engage with each person in a way that responds to who they are.
- To support the person to feel and be at home; to understand that home is different to all of us (clutter, tidiness etc…) and needs to reflect who we are as an individual. In addition your role will include supporting activity and occupation within the home / centre.
- To administer medication to individuals we support in line with GP guidance, MCC policy and individual's needs.

- To support people to maintain contact with, and reconnect, with their friends, family and local community. This will involve providing direct physical support and the emotional support to do this.
- To work with people in a positive way that ensures that all controlling elements of care are removed and there is no 'them and us'.
- To understand the importance of food and drink in people's lives. If someone's diet has been poor during the day time you may be asked to encourage the person to eat/drink at night. This will include preparing light snacks and drinks
- To work in a way that supports spontaneity for the person.
- To provide support directly to those 'informal' carers who are also supporting the person. You will understand the importance of supporting family, friends and others to remain involved in the care of the person.
- To actively implement the authority's policies and procedures.
- To be competent in using IT. You will need to maintain electronic files for individuals you support.
- To work flexibly with people. We need someone who is available to work shift patterns, weekends and bank holidays. To be flexible to change as and when needed to suit the needs of the service.
- You will need to be good at communicating. You will need to work closely with people interpreting and understanding the full range of ways in which people communicate. You will need to tell me, through observations and discussion, any concerns as to the health and welfare of the people we support.
- To be able to build effective working relationships with a wide range of people.
- To carry out light domestic duties and maintenance checks e.g. first aid box audits, filing, cleaning and laundry
- To carry out safety and security checks each shift ensuring the security of the building
- To be able to take appropriate action in an emergency situation prior to the team lead being available; this includes calling fire brigade and applying basic first aid.
- To remain calm in an emergency situation and assess adequately the need to call upon the duty officer who is on sleep in duties
- To ask for (and provide) support from your colleagues to help overcome the challenges of this type of work. You will need to be person centred towards your colleagues.
- To be someone who is equally comfortable working as part of a team or working on their own.
- To be someone able to continually reflect on their own practice and personal development to identify where things could be done differently or better.
- To understand the importance of attending supervision and 1:1 meetings with your manager; this may at times involve coming in during the daytime, ensuring you use all opportunities to share, learn and grown in your role. You need to understand the importance of, and taking responsibility for, self-directed learning and development in addition to a commitment to all training opportunities made available to you.
- To support the health and safety of the people you work with and that of yourself.
- To be someone with ideas, open to change and new ways of working. However, you will need to follow specific and agreed protocols in relation to health & safety, moving & handling and medications
- To complete paperwork that is clear, accurate and on time

Here's what we can provide you with:

- A huge sense of satisfaction and pride.
- A great rate of pay with weekend and bank holiday enhancements.
- Pension
- A committed and dedicated management team.
- Great training

What else you need to know…..Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

In addition:
All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

Manager's Expectation of this Role:-
Simply, I am looking for people who can bring the reliability, commitment, integrity and enthusiasm that the people we support deserve. I need this because what we do matters.

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- A great rate of pay with weekend and bank holiday enhancements.
- Pension
- A committed and dedicated management team.
- Great training

In addition:

All employees are responsible for ensuring that they act in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

Person Specification

How will I know if you are the right person for the role?
This is an exciting and extremely rewarding role but to support people according to who they are what matters to them, we need you to be the following.

Overall experience is not necessary but you will be someone who clearly demonstrates their commitment, enthusiasm and their caring nature. Caring is about supporting someone to live well and to live a natural life. This means that the support we provide will always focus on how a person feels….	
Relationships	You will understand the importance of relationships and that to support people we need know the person; their experiences, their life and who they are now.
Enabling	You will be able to work in way that involves the person to participate fully in their lives assisting them to set and achieve their personal outcomes and goals whatever this may be
Approach	You will adopt an individual approach to each person based on who they are and how they feel. You will adjust and adapt continually to stay in the moment and to support someone according to what matters.
Availability & Flexibility	You will need to work at times of the day that people need support and that you understand that this will change on any given day according to how that person feels. This means being focussed on the individual and not a routine.
Self	You will be someone who is comfortable being yourself at work and you are self-aware and open.
Feeling	You will be emotionally warm, offering closeness and empathy to each individual

Together	You are someone able to be a friend to the people we support; with no them and us.
Inspiring	You will be passionate and positive; able to make a connection with people that makes a difference.
Nurturing	You will be someone who can provide comfort, security and a sense of belonging
Accepting	You will be able to be positive about a person's reality and understanding of the fact that feelings can be displayed as actions or words.
Spontaneous	You will be someone who can create opportunities that will provide occupation and stimulation. You will be able to think on your feet and change the moment.
Team	You will understand the importance of your contributing to the team understanding that the outcomes for the people we support improve when the team work well together. You will have the ability to communicate openly and listen to the ideas of others
Supporting	You will be comfortable to express your own emotions and support others with theirs.
Growing	You will need to be open to learning, challenge and self-reflection.
Qualifications	A qualification is not needed to apply for this role but you must be willing to undertake the QCF Level 2 in Care.

- **Welsh Desirable**.
  You may be required to learn or improve your existing skills through attending staff Welsh language training funded by the council. This will be implemented if a need for Welsh language skills in the role arises.

Should you require any further information regarding this post, please contact:
Denize Carvajal, Residentisl Manager on 07812 064634
Closing Date: 12 noon on 4th December 2026

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WELSH LANGUAGE SKILLS FRAMEWORK

LEVEL 1

Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. individual asking to see someone, where is the xxx meeting, toilet etc. Can transfer phone calls pass on a simple message or make a straightforward request, e.g. via e-mail.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand simple questions: where is the xxx meeting, where is the toilet, who is the person they wish to see. Can understand who to transfer a phone call to etc,	➢ Can pronounce place names and personal names correctly. ➢ Can greet individuals face to face or over the phone ➢ Can open and close a conversation or open and close a meeting.	➢ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms	➢ Can open and close an e-mail or letter ➢ Can write personal names, place names, job titles ➢ Can write a simple message to a colleague on paper or e-email, e.g. such and such has called.

LEVEL 2

Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general ➢ Can understand when people ask you do something	➢ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➢ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh ➢ Can hold a short conversation with an individual or exchange relatively straightforward information ➢ Can contribute to a meeting, but need to revert to English for specialist terms.	➢ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message	➢ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➢ Can write a short letter or e-mail to arrange an appointment

LEVEL 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➢ Can understand a discussion at a meeting if the subject is familiar. ➢ Can understand individuals and colleagues in a familiar situation or in everyday conversation.	➢ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➢ Can hold a conversation with an individual or exchanging relatively straightforward information. ➢ Can contribute to a meeting but need to revert to English for specialist terms. ➢ Can adapt the style of language to suit the audience.	➢ Can understand most e-mail messages or letters concerning day to day work. ➢ Can guess the meaning of a word based on context if the subject is familiar. ➢ Can read a simple, straightforward article in a newspaper or magazine types of written material.	➢ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➢ Can write relatively accurately when drafting a short information leaflet or poster in Welsh as required.
LEVEL 4			
Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and an express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of Welsh language resources and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.			
UNDERSTANDING	**SPEAKING**	**READING**	**WRITING**
➢ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar.	➢ Can contribute effectively to internal and external meetings in a work context. ➢ Can converse comfortably with individuals and exchange information as required. ➢ Can argue for and against a specific case. ➢ Can chair meetings and answer questions from the chair confidently.	➢ Can read most correspondence and scan long texts to find details. ➢ Can understand most newspaper articles and reports with the aid of a dictionary. ➢ Can understand texts, unless written in a very formal or colloquial form.	➢ Can produce correspondence of all types, short reports, documents and literature with support of Welsh language translation aids eg. Cysgeir, cysill.
LEVEL 5			
Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in detail, adapting the language to suit the audience.			
UNDERSTANDING	**SPEAKING**	**READING**	**WRITING**
➢ Can follow all conversations and discussions with individuals or colleagues. ➢ Can understand the ambiguity and nuance of language.	➢ Can express yourself fully in detail, even when discussing complex issues. ➢ Can adapt the style and register of your language to suit the audience.	➢ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➢ Can read long texts to find relevant details and can understand most types of written material.	➢ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➢ Can write formal or informal Welsh as required. ➢ Can write a range of documents accurately and with confidence.