

JOB SUMMARY

Post Title	Wightcare Responder						
Job Family	Service Delivery	Pay Range	4	Line Manager to others?	No	Role profile ref	SD04
Service Area	Adult Social Care & Housing Needs						
Line Manager	Operational Lead – Wightcare						
Location	Seaclose Offices, Newport						

<p>Job Purpose</p> <p>To support vulnerable Island residents by providing an effective installation, maintenance and emergency response service.</p>
<p>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</p> <p>To assist people in an emergency by providing first aid, personal care and manual handling as per training and in accordance with your own risk assessments to ensure that work is carried out in a way that is safe and without risks.</p> <p>To support people through life's events, offering guidance, comfort, support and reassurance. This will include providing sensitive help/care and signposting when people maybe in a crisis situation.</p> <p>Undertake visits to people in their home to install and inspect basic assistive technology equipment to enable people to remain safe and independent in their own home.</p> <p>To complete and maintain accurate and legible records to the required standard, checking own work for accuracy and completeness.</p> <p>To ensure that a safe working environment is maintained by following all policies and procedures which apply to the job and by undertaking training as required.</p> <p>Co-operate with and support colleagues through mentoring or job shadowing as directed and work additional shifts to support with the delivery of the service as requested by the Wightcare Management team.</p> <p>To attend and positively engage in team meetings and training sessions.</p>

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	Ability to follow processes, carry out and review procedures, record and monitor information accurately. To work additional shifts to support the operational delivery of the service, as requested by the Wightcare Management Team	E	
Awareness and understanding of the customer's needs.	Ability to deal sensitively with people in a variety of situations and to show or indicate the principles of individuality, rights, independence, fulfilment, choice and respect.	E	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Experience of working in health and social care settings with an understanding of, and how to meet people's needs.	E	

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Safe and competent use of relevant equipment / tools.		E	
Knowledge of relevant health and safety procedures.			D
Ability to communicate clearly to build trust both one to one and with groups.		E	
Ability to follow processes, carry out and review procedures, record and monitor information accurately.	Understanding to be able to carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.	E	
Basic literacy and numeracy.	Basic literacy and numeracy and be able to maintain accurate records when required.	E	
Practical knowledge of ICT systems.		E	
Able to maintain accurate records as and when required.			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	NVQ level 2 or higher relevant health and care qualification or equivalent qualification/experience		D
GCSE level qualifications or equivalent experience	GCSE English and Maths grade A-C or equivalent	E	
Other Requirements			
To have a valid UK driving license and use of a car for work purposes.			