

Job Title: Resident Liaison	
Reports To: *Home Care & Resident Liaison Leader/Community Engagement Manager (dependant on location)	Reporting to Job Holder: Not Applicable
<p>Overall Purpose:</p> <p>To offer a range of support services to residents living within Ben's retirement communities which meet their identified needs and supports them to live independently, safely and securely. Within Lynwood Village this role will act as first responder to emergency situations which occur within the Village.</p>	
<p>Principle Accountabilities:</p> <p><u>Planning and organising</u></p> <ul style="list-style-type: none"> • To deliver person centred support services to meet residents' and Owners personal, social and emotional care needs ensuring their involvement in all aspects of their well-being. • To participate in social interaction with residents. • To update resident's and Owners care plans and other records as directed by the line manager and in-line with Ben's policies and procedures. • To participate in the implementation of quality assurance programmes within the service the post holder operates. • To raise awareness and understanding of Ben's services with external Health Care and other agencies and ensure residents and Owners are aware of the range of care and other support services which may be available to them. • To maintain an information service library that is available for and accessible to residents and Owners. • To conduct welfare checks as required of residents and Owners, in-line with the procedure of the service in which the post holder operates and contact appropriate Next of Kin (NOK)/Power of Attorney (PoA) and/or professionals when required to ensure residents' health, safety and well-being is maintained. • *To undertake winter lock up/open up summer. • *To provide assistance to clients and Owners in the Restaurant and Cafeteria areas. • *To provide cover for the reception team at the weekends. • *To carry out Pool testing/checks when required. • *To assist the reception team to respond to emergencies within the village and in addition will carry out the regular warden call system checks. • The support residents and Owners and on trips and other off site trip as required. • Support reception services as required to ensure excellent resident services at all times. • To conduct light touch assessments of residents and Owners make referrals as appropriate to relevant care and support services (internal and/or external). 	

- To act as a fire marshal and First aider.
- Facilitate residents to access the local community; at times this may involve driving.
(Denotes tasks to be undertaken dependant on location).

Business focus

- To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting and recording arrangements as required.
- To work within Ben's policies and procedures at all times.
- To follow current infection control guidelines to minimise risk to residents, visitors and Ben.
- To identify and report any incidents of alleged or known abuse by or to any resident, complying with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To communicate effectively and appropriately with residents and Owners, their relatives, visitors and the wider multi-disciplinary team within the services you operate in.
- to ensure any risks in relation to the health and safety of environments or individuals are reported in line with Ben's policies.
- To complete handover procedures effectively with relevant colleagues.
- In-line with Ben's policies and procedures report any change, however slight, in a resident's and Owner's condition and take the appropriate action.
- To report immediately or as soon as possible any complaints, accidents or incidents involving colleagues, residents or visitors in line with Ben's policies and procedures.
- To ensure that resident's records are kept up to date, providing colleagues with clear and concise information about resident's and Owners status.

Managing performance

- To support the maintenance of a performance and service excellence culture at Ben
- To participate in the assessment and evaluation of the quality and effectiveness of services provided to residents and contribute to the development and implementation of service standards and improvement plans as required.
- To support and assist new staff under the supervision of a *Home Care & Resident Liaison Leader/Community Engagement Manager (dependant on location) and act as a mentor to new starters as required.

Stakeholder relationships

- Represent Ben and the services within which the post holder operates, in a positive manner, and where appropriate whilst liaising with relatives, friends, carers and other professionals and agencies.

Achieving resident service excellence

- To support the delivery of a consistent level of service to all residents and Owners, their relatives and visitors, ensuring that Ben and the services we provide are viewed in a positive way.
- To recognise residents' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our residents, Owners and colleagues.

Additional duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the *Home Care & Resident Liaison Leader or their designated representative/Community Engagement Manager (dependant on location).

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and organising

- To contribute to the provision of services to residents and Owners which ensures that their physical, social and emotional needs are met whilst ensuring Resident's and Owner's dignity, choice, and independence are maintained at all times.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to residents.

Business focus

- To assist in the maintenance of a safe working environment at all times.
- To ensure that all aspects of the organisational policy/procedure frameworks are met to support decisions made and that they are of least risk.
- Problems are avoided due to policies and procedures being followed.

Communication

- Regular and effective communication with residents and Owners, their relatives and the wider multi-disciplinary team results in a safe and secure environment for residents to live as independently as possible and ensures a positive residents experience.

Managing performance

- To support the delivery of agreed service/quality improvements for home care services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.

Stakeholder relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving resident service excellence

- To contribute to the delivery of a consistent level of resident liaison service to residents and Owners , their relatives and friends, ensuring the Village/Centre is viewed in a positive way.
- Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Resident Liaison in line with our values:-

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required:

- Experience of working in a support role with vulnerable people.

Technical Knowledge:

- Knowledge of the challenges facing older people.

Other significant role requirements

- Demonstrate the Core Behaviours for the role on appointment or following successful completion of induction\probationary period where new to the role.
- Ability to work on own initiative and without basic supervision
- Demonstrate the drive and desire to promote and enable a client's independence through person centred support service.

JOB DESCRIPTION

- Ability to respond positively to resident's behaviour that challenges.
- Able to liaise and work with other professionals and agencies in a confident manner. Ability to deliver a support service to residents which meets their needs in a sensitive and respectful manner and which maintains a maximum level of independence.
- Able to work in partnership with residents' relatives and other professionals to achieve positive outcomes for the resident.
- Ability to respond to emergency situations calmly, confidently, sensitively and professionally.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues.
- Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.
- Effective interpersonal skills to build and maintain positive working relationships with residents, colleagues and other visitors.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: July 2019