

**BOSENCE FARM COMMUNITY LTD  
BOSWYNS  
Residential Detoxification and Stabilisation**

**JOB DESCRIPTION  
Residential Support Worker**

**JOB TITLE:** Residential Support Worker

**ACCOUNTABLE TO:** Manager

**JOB PURPOSE:** To deliver high quality, effective and responsive support services to service users at Boswyns.

**KEY TASKS, DUTIES AND RESPONSIBILITIES**

**1. Service Delivery**

- 1.1 Contribute to the establishment and maintenance of a safe and effective multi disciplinary approach in relation to the broader treatment team that complies with the high standards of professional practice required by Bosence Farm Community Ltd (BFC Ltd).
- 1.2 Deliver the day to day operation of the service by ensuring service users adherence to the structure, rules and programme in place at Boswyns including ensuring adherence to the daily timetable.
- 1.3 To ensure the day to day organisation of the service including diary and appointment management.
- 1.4 To attend to the day to day administrative needs of the service including ensuring relevant forms and handouts are available for service users.
- 1.5 Arrange doctors, hospital, dental and other healthcare related appointments
- 1.6 Support service users to make housing, rehab and other such applications
- 1.7 Transport to and support service users with attending appointments (e.g. hospital, GP, dentist, secondary care assessments and so on).
- 1.8 Support residents when making telephone calls to care managers, lawyers, other services and so on.
- 1.9 Attend to the shopping needs of service users – collecting shop run lists, calling it in to the shop and collecting.
- 1.10 To deliver the weekend social activity programme including trips to local amenities.
- 1.11 Contribute to ensuring a safe environment where risk management and safety are of the highest importance.
- 1.12 Contribute to ensuring an environment that offers respect and dignity to each individual service user.
- 1.13 Ensure effective communication of client information internally and externally as required using established written and verbal communication systems.

- 1.14 Keep up-to-date regarding developments in the field to ensure Boswyns continues to provide a service that is responsive and relevant to changing need.
- 1.15 Contribute to the ongoing review, evaluation and monitoring of the residential treatment and care services delivered at Boswyns in order to improve quality and standards of care and ensure clinical effectiveness.
- 1.16 Ensure efficient record keeping and data collection at all times.
- 1.17 Deliver safe and appropriate recreational activities to clients as required.

## **2. General**

- 2.1 You are not to be influenced by alcohol or any other substance whilst on duty or in the hours before going on duty. You must not consume any illegal substance at any time whether on duty or not. If the consumption of any prescribed medication affects your ability to be alert at work you must inform your line manager. You must not bring any prescribed medication into the work place if that medication has the potential to be addictive or is capable of abuse. If you need to take such medication you must inform your line manager.
- 2.2 Ensure adherence to BFC Ltd confidentiality policy in all aspects of work.
- 2.3 Promote and adhere to the content and values of BFC Ltd equal opportunity policy in all aspects of work.
- 2.4 Promote health and safety in all aspects of work and implement Bosence Farm Community Ltd and Boswyns House policy and procedures in regard to this.
- 2.5 Promote and maintain effective channels of reporting and communication at all levels within Bosence Farm Community Ltd and Boswyns House in order to promulgate and accomplish the organisation's mission, values and objectives.
- 2.6 Be part of the 24 hour shift cover rota system in place at Boswyns House.
- 2.7 Attend and participate in meetings as required by the Manager, including supervision, appraisal and training.
- 2.8 Undertake specific tasks and projects as directed by the Manager.
- 2.9 Produce written reports as required
- 2.10 Manage personal workload in liaison with the Manager.
- 2.11 Carry out relevant duties appropriate to this role in the organisation.

*As this is a new and developing post this job description will be kept under review and changes will be made as necessary.*