



The
Anne Sullivan
Centre for people who are deafblind

Residential Support Worker (RSW)– Full-time 39 hours (Day shift) and Relief roles (Day/Night shift)

Scope of Responsibility

The Residential Support Worker is responsible for providing day-to-day care for the Residents/Service users of the Anne Sullivan Centre (ASC).

Reporting Relationships

The position reports to the Team Leader.

Overview of Role

In this role, you will be supporting Individuals with complex communication needs and a range of hearing and/or sight loss. In some cases, the Individuals you support will have challenging behaviour and may have some learning difficulties and/or mental health issues.

Key Responsibilities

Care of Residents/Service Users:

Ensure that the life and experience of each Resident/Service user reflects the core values of the ASC and person centred care plans, also ensuring that all Residents/Service users:

- Experience dignity and respect.
- Are supported to live an ordinary life, accessing the same local facilities as others.
- Are provided with opportunities to make choices and decisions about their lives.
- Are supported to make sense of their environment, learn new skills and maximise their independence.

RSWs also ensure that they:

- Get to know each Resident/Service user in their care.
- Pay attention to the 'cues' in behaviour and follow the positive behaviour support model.
- Understand and facilitate Residents/Service users' needs using appropriate communication systems.
- Establish, through continuity of work with Residents/Service users, trusting professional relationships.
- Accompany Residents/Service users to appointments and other events as required.
- Act as advocate for Residents/Service users – within the ASC and in the community - who may have difficulty in expressing their needs.
- Support individuals to keep in contact with family and friends, and to develop their social networks if they choose to.
- Assist Residents/Service users who have reduced mobility.
- Support Individuals with their health, well-being and personal care including continence requirements, if required.
- Support more junior staff when required.



- Use Management of Actual or Potential Aggression (MAPA) to ensure they can respond effectively to any potentially challenging situations - training provided.
- Adhere to all ASC Policies, Procedures, Employee Handbook, and working practices.
- Adhere to all relevant national policies, including (but not limited to) HIQA Standards, HSE Policies, including any safeguarding plans.

Health, Safety and Hygiene

- Adhere to the procedures and policies as outlined to maintain operation of each house to the appropriate standards.
- Adhere to Health & Safety standards and ensure that the health and safety of each service user is central to day-to-day activities.
- Maintain a high level of hygiene and cleanliness of houses at all times. Maintain the highest level of work practice within the house.
- Report any health and safety issues to the Health and Safety officer.

Communication and Teamwork

- Ask questions to check when unsure of protocols.
- Share information with the team that has a direct impact on service users.
- Be clear and factual in communications.
- Attend Team Meetings.
- Prepare daily logs in the EPIC system using clear and precise language that others can interpret and understand.
- Provide input and make suggestions.
- Show consideration and respect to other team members and colleagues.
- Respond to conflict in a calm way by endeavoring to defuse the situation.

Professional Development

Reach out to more experienced RSWs and learn from them. Demonstrate a desire to improve and learn. Accept feedback from the team and learn from your experiences. Participate in staff training and development programmes and Continuous Professional Development.

Liaison with Other Professionals

Work collaboratively and supportively with the multidisciplinary team to ensure that the highest-level quality of care, to address the specific needs of each Resident/Service user. Manage all such relationships with the highest level of professionalism to ensure that the needs of each Resident/Service user are met.

Other Duties

Undertake duties as may be assigned by the Manager or Team Leader to support the care of Residents/Service users.