



TITLE OF POST: Residential Assistant

LOCATION: WLM Katherine Price Hughes Approved Premises

RESPONSIBLE TO: Manager/Deputy Manager

PURPOSE OF THE POST

Katherine Price Hughes House (KPH) is run as an Approved Premises in partnership with the Ministry of Justice. Approved Premises (APs) provide an enhanced level of supervision, monitoring and rehabilitation for those released from prison. The post requires experience of working with vulnerable people and an understanding of residential setting.

The aim of KPH is to provide every resident with a transforming experience which brings together an awareness of risk reduction, organised and effective rehabilitation into the community, and personal growth and motivation.

The role of a Residential Assistant is to contribute to the supervision of offenders within prescribed policy and practice by monitoring residents and recording accurately on logs and databases. To promote people's equality, diversity and rights and assist in creating a healthy, safe, and effective day to day environment and in the provision of care and supervision to residents 24 hours a day.

The Residential Assistant must adhere to the policies in respect of the confidential nature of the information access whilst working in this position.

Candidates must be able to work a shift rota which will include working at night or during the day including weekends

MAIN DUTIES AND RESPONSIBILITIES:

1. Assist in the supervision of residents in accordance with policy and practice under the direction and guidance of managers and relevant staff where necessary. Deal with routine issues raised by residents on a day to day basis.
2. Staff and supervise the Approved Premises during designated shifts, referring serious incidents to designated on-call Manager and adhere to the procedure of completing incident reports as necessary.

3. Ensure enforcement of Approved Premises rules and deal with any breaches in accordance with procedures.
4. Liaise with Key Workers, Deputy Manager and Manager as appropriate to share issues concerning residents.
5. Process information and maintain records including inputting information on the client database system by recording any significant occurrences relating to residents during shift.
6. Contribute to the work with substance misusers in accordance with relevant policies, practices and protocols e.g. dispensing/recording medication, drug/alcohol testing if requested by the management team.
7. Answering the telephone and door and deal with any callers to the Approved Premises including monitoring the work of contractors' accordance with procedures.
8. To monitor and record residents' movements in and out of the building.
9. Contribute to the maintenance of a healthy, safe and productive work environment, including familiarising and using appropriate health and safety equipment. Monitor and record Health and Safety checks and related issues.
10. Create effective and maintain effective working relationships.
11. To represent the Approved Premises and West London Mission in a professional and competent manner. To attend supervision and appraisal meetings as required.
12. Participate in training and development activities.
13. Report any maintenance or security issues in accordance with procedures.
14. Conduct curfew checks, wellbeing checks, fire alarm tests, room searches and clearing of residents' room as required.
15. Attend team meetings and take notes as instructed.
16. Managing petty cash and recording financial transactions in accordance with the procedures.
17. Inspect all common areas at regular intervals after curfew in accordance with procedures and as circumstances require.
18. Such duties commensurate with the responsibilities of the post and grade as may be required by the Approved Premises managers.

PERSON SPECIFICATION

POST: Residential Assistant

LOCATION: KATHERINE PRICE HUGHES HOUSE (KPH)

We seek Residential Assistants who can demonstrate the following competencies to a high level. We will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

• Client focus	• Team Work
• Organisation and planning	• Administration and IT
• Proactivity and initiative	• Reasoning and problem-solving
• Communication	• Work with external agencies

Use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the Sections (addressing each point in order).

Experience

1. 1 year's experience (paid or voluntary) working with offenders or ex-offenders
2. Experience of working in a residential setting
3. Experience of working with people with challenging behaviour

Knowledge

1. An understanding of the underlying issues which contribute to offending behaviour
2. Understanding of the risk management of offenders
3. Understanding of good Health and Safety practice
4. Understanding of good anti-discriminatory practice

Skills & Abilities

1. Good oral, written, administration and IT communication skills
3. Ability to work as part of a team
3. Ability to relate to residents in both support and authority roles
4. Ability to prioritise workload and manage time effectively
5. Commitment to the values of West London Mission and an understanding of its ethos

All criteria essential and tested in application and interview