Job Title	Supported Living Service - Residential Support Worker		
Department	Health & Social Services	**Section**	Social Services Department
Reports to	Supported Living Service – Team Leader		
Grade:	G1	**Job Code**	

Job purpose

The Residential Support Worker will play a key role in the delivery of the Supported Living Service (SLS), providing high-quality, person-centred support to adults with learning disabilities, and at times children and young people.

The postholder will work under the direction of the Supported Living Service Team Leader and Senior Residential Support Workers to ensure that every individual receives tailored, person-centred support that promotes independence, dignity, and inclusion. The role focuses on helping adults with learning disabilities to develop life skills, build confidence, and achieve their personal outcomes while ensuring a safe and nurturing environment. The service will also, on occasion, offer support to children and young people with support needs in a variety of residential settings.

The Residential Support Worker will contribute to care planning, risk management, and the ongoing development of service users' independence and wellbeing through the delivery of person-centred support planning, including social engagement, and community participation.

Work in partnership with the service users, their families, the Department of Health and Social Services and other Falkland Islands Government departments, and other community partners to foster a culture of respect and equality, ensuring the Supported Living Service delivers best-practice, person-centred support for individuals with a learning disability.

Additional Information:

Working Hours

The postholder will be required to work shifts and undertake sleep-ins and wake in nights as part of the role.

Equal Opportunities Statement

The Supported Living Service is committed to promoting equality, diversity, and inclusion. We value and respect every individual and we aim to create a positive and inclusive environment where everyone is treated fairly and with dignity.

Main Accountabilities

- Provide high-quality, person-centred support to individuals in the Supported Living Service, ensuring all support reflects the desired outcomes of the individual, their assessed needs, and agreed support plans.
- Use Positive Behaviour Support (PBS) approaches when working with individuals who may show behaviours that challenge, helping to understand the reasons behind the behaviour and respond in calm, respectful, and supportive ways that promote safety, dignity, and positive outcomes.
- Promote dignity, respect, independence, and emotional wellbeing, encouraging service users' participation in decision-making.
- Contribute to support plan reviews, ensuring changes in need are identified, recorded, and acted upon.
- Maintain accurate records of support, incidents, and outcomes, ensuring compliance with policies and confidentiality standards.
- Promote safeguarding awareness by recognising and reporting concerns in line with procedures.
- Ensure safe management of service users' money in compliance with policy and processes.
- Maintain a high standard of cleanliness, safety, and repair across all communal Supported Living areas; assisting with practical tasks such as meal preparation, cleaning, and household management as needed.
- Promote a safe, healthy, and inclusive environment, ensuring adherence to health and safety policies and procedures.
- Identify, manage, and report risks proactively, ensuring compliance with statutory and departmental requirements.

Criminal Records Checks (this post is regarded as sensitive)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

Person Specification	Supported Living Service - Residential Support Worker		
Criteria	**Essential**	**Desirable**	**Assessment Method**
Education and Qualifications			
GCSE grade C or above (or equivalent) in Maths and English	✓		A
Capacity and commitment to undertake relevant level 2 qualification in health and social care	✓		A/I
Training or Assessment qualification e.g. Moving and Handling		✓	A/I
Manual driving licence	✓		A
Knowledge, Skills & Experience			
Minimum of 2 years' demonstrable experience supporting people with learning disabilities or adults and/or children with care and support needs.	✓		A/I/R
Strong understanding and experience of Person-Centred Support Planning		✓	I/R
Strong influencing, active listening, and interpersonal skills, with the ability to work effectively with families and other professionals.		✓	I/R
Understanding of Positive Behaviour Support (PBS) practices, including the safe use of restraint, with a focus on promoting positive outcomes.		✓	
Able to work independently, use initiative, and adapt to challenging or changing environments.	✓		A/I/R
Excellent verbal and written communication skills in English, including experience writing and maintaining care plans and other documentation.	✓		A/I/R
Demonstrates a thorough understanding of the importance of confidentiality, respecting service users' privacy, and adhering to all role-specific confidentiality requirements.	✓		A/I/R
Committed to delivering all aspects of the role to a consistently high standard.	✓		A/I/R
Experience in the effective use of ICT packages such as Excel, Outlook and Word	✓		A

Person Specification	Supported Living Service - Residential Support Worker		
Personal Attributes	**Essential**	**Desirable**	**Assessment Method**
Person-centred, demonstrating empathy and understanding of the needs of service users.	✓		I/R
Patient, tolerant, and proactive, with an encouraging approach.	✓		I/R
Responsible and professional in attitude and approach to work.	✓		I/R
Recognises the value of positive risk-taking to promote independence	✓		I/R
Reliable, resilient, and adaptable in challenging situations.	✓		I/R
Open, honest, and trustworthy in all interactions.	✓		I/R
Committed to upholding dignity, choice, and respect for all service users.	✓		I/R
Aligned with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		I/R
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of Assessment: **A** – Application Form **I** – Selection Interview **R** – Reference