

**RICHMONDSHIRE DISTRICT COUNCIL
COMMUNITY SERVICES
JOB DESCRIPTION**

| | | | |
|----------------------|----------------------|------------------------|----------------------------------|
| JOB TITLE | RELIEF WARDEN | POST NUMBER | SUPP HOUS 15-16 18-22 |
|----------------------|----------------------|------------------------|----------------------------------|

MAIN PURPOSE OF JOB:

To carry out the duties of a resident warden on their days off, and during periods of holidays and sickness, i.e. to provide support to sheltered housing residents to help them live independently, be aware of their needs and deal with a wide range of queries and situations as required.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

None

SUPERVISION AND GUIDANCE:

For routine day to day issues the Resident Warden for all other matters the Team Leader.

RANGE OF DECISION MAKING:

To summon appropriate assistance for residents as required from routine to emergency situations.

To provide appropriate first aid in emergency situations.

To carry out appropriate level of action in a "No Contact" situation.

RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:

All information relating to residents is to be updated regularly and kept in a secure manner.

Guest room bookings and handling cash

Collecting TV licence monies and completing forms.

Reporting faults on the warden call system.

Reporting faults or repairs relating to the scheme buildings

Carry out regular tests on the fire alarm and warden call systems.

RANGE OF DUTIES AND RESPONSIBILITIES:

1. To adhere and refer to the guidelines set out in the Resident Warden's Code of Conduct.
2. To contact each resident every morning to verify their well being.

3. To take appropriate action in the event of not being able to make contact with a resident.
4. To advise the call centre when going off/returning to duties.
5. To respond appropriately in emergency situations, i.e. give first aid, get further help if required and notify relatives.
6. To record all incidents and place a completed incident report sheet in resident's personal files.
7. To maintain and update residents' records and Support plans notifying the call centre of any changes.
8. To provide hands on support for no more than 48 hours for residents in acute circumstances after initiating further help from the appropriate agencies.
9. To welcome potential and new residents to your scheme and advise them of scheme related facilities and functions.
10. To liaise with other agencies regarding organising additional support for residents.
11. To attend warden meetings and training events.
12. To advise the Tenancy Relations Officer of any disputes between tenants.
13. To advise the Tenancy Relations Officer of any properties kept in poor condition.
14. To organise the clearing of footpaths in winter.
15. To undertake such duties of a comparable nature and level of responsibility as may be required from time to time.
16. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy.

NB Please be aware that an Enhanced DBS check will be required for this post.

CONTACTS:

- Members of the public
- Doctors
- Social Workers
- Nursing staff
- Senior Housing Officers (Welfare)
- Area Housing Officers
- Councillors
- Visitors
- Contractors
- Maintenance Personnel

| |
|---|
| SPECIAL CONDITIONS OF SERVICE: Enhanced CRB check |
|---|

| | |
|-------------------------------------|--|
| COMPILED BY: *GW/EMcM | ASSESSMENT DATE: *January 2009 |
| COMPILED DATE: 8 Jun 2016 | ASSESSED BY: * |
| | POST GRADE: Grade 5 |

Job Description
agreed by postholder.....

Date.....