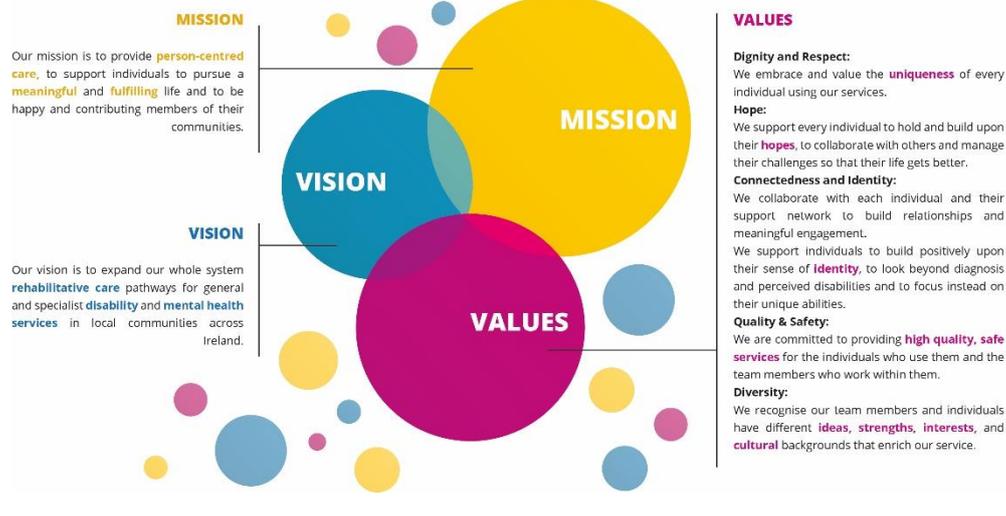
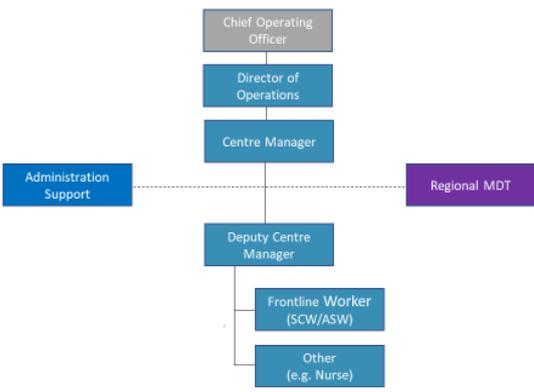




| Job Description | Frontline Worker |
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| <p>Overview of Nua Healthcare Services</p> | <p>Nua Healthcare Services is one of Ireland’s leading Care Providers. We provide Residential, Supported Living, Day and Community Outreach Services to both Children and Adults with a range of complex support requirements.</p> <p>At Nua Healthcare Services, we are proud to offer high standards of service and care. Renowned for offering some of the best facilities in the country; our residential accommodation combines modern state-of-the-art facilities with beautiful outdoor environments. Our tailored day care programmes encompass a wide variety of stimulating and enjoyable activities.</p> <p>Our team bring a wealth of experience in supporting individuals with a range of complex needs including, but not limited to:</p> <ul style="list-style-type: none"> ▪ Autism ▪ Asperger Syndrome ▪ Acquired Brain Injuries ▪ Challenging Behaviour ▪ Intellectual Disabilities with Alzheimer’s or Dementia ▪ Mental Health Rehabilitation and Recovery ▪ Personality Disorders <p>Nua Healthcare Services is committed to promoting and maintaining a workplace environment that celebrates diversity & inclusion. We pride ourselves on being a diverse-friendly workplace, a workplace that respects and values every team member.</p> <p>Nua Healthcare Services is culturally aware and is committed to equality. We recognize the existence of, and object to, discrimination in all its forms. We lead by example and take responsibility for creating a better workplace for everyone. Therefore, we encourage our team members to pursue their careers with us in the knowledge that, regardless of age, gender, sexual orientation, civil status, religion, disability or ethnicity, each team member is equal and entitled to the same opportunities and benefits as their peer, so their hard work and personal commitment ultimately leads them to better their lives and the lives of their families.</p> |
| <p>Job Title</p> | <ul style="list-style-type: none"> ▪ Frontline Worker (Assistant Support Worker / Social Care Worker) - Intellectual Disability and Mental Health Services |

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| <p>Overview of Role</p> | <p>At Nua Healthcare, we believe that having the highest quality of care is an absolute right of every person we support. We are committed to providing each person we support with individual, personalised care within a safe and homely environment, and we encourage and facilitate their involvement throughout the associated decision-making processes.</p> <p>We strive to empower the people we support to shape their own lives and the services they receive, and we actively encourage each person to develop their life skills, which in turn, enables them to realise their full potential.</p> <p>We also encourage participation in an array of individualised services, community-based recreational activities, meaningful educational and employment opportunities.</p> |
| <p>Purpose of Role</p> |  <p>MISSION</p> <p>Our mission is to provide person-centred care, to support individuals to pursue a meaningful and fulfilling life and to be happy and contributing members of their communities.</p> <p>VISION</p> <p>Our vision is to expand our whole system rehabilitative care pathways for general and specialist disability and mental health services in local communities across Ireland.</p> <p>VALUES</p> <p>Dignity and Respect: We embrace and value the uniqueness of every individual using our services.</p> <p>Hope: We support every individual to hold and build upon their hopes, to collaborate with others and manage their challenges so that their life gets better.</p> <p>Connectedness and Identity: We collaborate with each individual and their support network to build relationships and meaningful engagement.</p> <p>We support individuals to build positively upon their sense of identity, to look beyond diagnosis and perceived disabilities and to focus instead on their unique abilities.</p> <p>Quality & Safety: We are committed to providing high quality, safe services for the individuals who use them and the team members who work within them.</p> <p>Diversity: We recognise our team members and individuals have different ideas, strengths, interests, and cultural backgrounds that enrich our service.</p> |
| <p>Reporting</p> | <ul style="list-style-type: none"> ▪ All centres are managed by a full-time Centre Manger. Within ID services these are called Persons in Charge (PIC). All managers will have relevant qualifications, knowledge, and experience consistent to the service type they are responsible for, and they will be supported by a Deputy or in some instances Deputies. ▪ All frontline team members are assigned work through the management structure and report directly into the role immediately above their position. ▪ In some services frontline workers may be required to work alongside other specialist staff team members such as and as for example, nurses. In these instance frontline workers are required to work cooperatively with their specialist co-worker and take task specific direction to facilitate and enable high quality and safe services for the people we care for and support. |

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| <p>Key Working Relationships</p> | <ul style="list-style-type: none"> Centre Manager / Person in Charge, Deputy Centre Manager / Deputy Person in Charge, Frontline Workers, Nurses, Administration Department, Regional Clinical Department (MDT), Director of Operations, Quality Assurance Team, Admission Discharge and Transition Team, Maintenance Team, IT Team, HR Team, Recruitment Retention and Training Team, Finance Team. |
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| <p>Centre Specific Structure</p> | <p>Note: Nua Healthcare Services reserves the right to amend or change its organisational structures, as required and at any time, to meet the needs of the services it delivers. The below structure is a sample representation of our typical centres structure. Should you require more detail please refer to your assigned centre management team who will gladly outline local arrangements.</p>  <pre> graph TD COO[Chief Operating Officer] --> DO[Director of Operations] DO --> CM[Centre Manager] CM -.-> AS[Administration Support] CM -.-> RMDT[Regional MDT] CM --> DCM[Deputy Centre Manager] DCM --> FW[Frontline Worker SCW/ASW] DCM --> O[Other e.g. Nurse] </pre> |
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| <p>Department/Location</p> | <ul style="list-style-type: none"> You will be assigned a specific centre on commencement of employment and thereafter to meet the needs of the service. Occasional travel to other locations will be required to meet the needs of the service, for example, to attend meetings, attend training, to support another service. <p>Note: any out-of-pocket expenses are refundable subject to adherence to Nua Healthcare Services policy on expenses.</p> |
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| <p>Authority Levels</p> | <ul style="list-style-type: none"> ▪ To expend centre petty cash and assist the people we support with their personal money management affairs in-line with Nua Healthcare Services policy on Finance. ▪ To report any matters of concern in terms of quality and safety to your line manager and or another trusted manager should you feel comfortable in so doing. ▪ To apply your training in the very best interest for the safety and welfare of yourself, your colleagues, our service users and residents and any other persons in so far as is reasonable and practicable. |
| <p>General Responsibilities</p> | <ul style="list-style-type: none"> ▪ Live our Mission, Vision and Values. ▪ To co-operate with your employer and to comply with your responsibilities under the Health Act 2007, The Mental Health Act 2001 and Mental Health Amendment Act 2018, the Safety Health and Welfare at Work Act 2005 and all associated standards, regulations, and codes of practice in so far as is reasonable and practicable. ▪ To ensure PP's and or ICP's are up to date and that services are being always delivered to the highest possible quality and safety standards. ▪ To be familiar with and to adhere to the local safety statement (risk assessments and standard operating procedures) always. ▪ To be familiar with and to adhere to all company policies and procedures. ▪ To use company IT systems as instructed and to never share your passwords with another or do anything likely to result in the unutilised disclosure of company and or personal data as defined under the General Data Protects Regulations (GDPR). ▪ To report any concerns for the safety of our service users and residents to your line manager and or other manager within Nua for appropriate address in-line with company policy. ▪ To act responsibly, at all-times, and to co-operate with our regulators in the very best interests of our service and the people who use them. ▪ To maintain the highest level of infection control standards as directed by company policy and national best practice guidance in the utmost interests for the Safety, Health and welfare for yourself, your colleagues, our service users and residents and any other persons in so far as is reasonable and practicable. |
| <p>Other Requirement</p> | <ul style="list-style-type: none"> ▪ Genuine respect and empathy for diversity and individuality. ▪ Responsible and mature approach to work. ▪ Excellent interpersonal and communication skills with ability to adapt to new environments. ▪ Experience of / with people with additional and/or complex needs ▪ Enthusiastic, proactive self-motivator who can provide holistic supports of the highest quality. ▪ Self-driven with proven record of achievement. ▪ Ability to set high personal standards of performance and delivery of desired results. |



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| <p>Key Competencies</p> | <ul style="list-style-type: none"> ▪ Excellent overall demeanour. ▪ Effective verbal and written communication and IT skills. ▪ Good aptitude for learning. ▪ Good problem-solving skills. ▪ Good planning and decision-making skills. ▪ Effective verbal and written communication. ▪ Ability to work to deadlines under pressure. ▪ Ability to empathise with and understand the needs of others. ▪ Ability to work on own initiative. ▪ Reliability and flexibility. ▪ Self-motivated/self-starter team player. | | |
| <p>Desirable Criteria</p> | <ul style="list-style-type: none"> ▪ Full Clean Driver’s licence. ▪ Relevant life experience. ▪ Prior work experience in a similar role although not essential as full training will be provided by the service to the right candidates. | | |
| <p>Career Development</p> | <ul style="list-style-type: none"> ▪ All employees of Nua Healthcare Services will be required to commit to their personal training and development. Opportunities to advance your career in our services will weigh heavily on your dedication to the service, the people who use our services and your own time investment in your personal training and development. Your future is in your hands. | | |
| <p>Additional Info</p> | <p>The hours of attendance for the position are across a 24-hour period, 5 days over 7, and 365 days per year.</p> <p>Escalation On-Call System</p> <ul style="list-style-type: none"> ▪ Frontline Staff ▪ Deputy Centre Manager ▪ Centre Manager ▪ Director of Operations ▪ Chief Operating Officer | | |
| <p>Post Holder: (Print Name)</p> | | | |
| <p>Post Holder: (Signature)</p> | | <p>Date:</p> | |
| <p>Line Manager: (Print Name)</p> | | | |
| <p>Line Manager:</p> | | <p>Date:</p> | |



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|-------------|--|--|--|
| (Signature) | | | |
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