

**POSITION TITLE:** House Supervisor

**RESPONSIBLE TO:** Village Manager Independent Living

**FUNCTIONAL RELATIONSHIP WITH:** Residents and their family/visitors, prospective residents and other team members

## PRIMARY OBJECTIVES:

As a member of the team, working autonomously, the primary objective of the role is to provide services to the shared living residents in Selwyn House, Hansen Close, Birkenhead, in a way which meets their requirements and exceeds their expectations.

- ▶ To contribute to a high level of resident satisfaction by performing duties assigned to you in a manner that meets the Selwyn Foundation standards;
- ▶ To contribute to a healthy and safe living environment for residents;
- ▶ To create a culture of independence, security, respect and companionship;
- ▶ To work as an effective team member in a manner that best reflects The Selwyn Way (*faith, care, independence, wellness*).
- ▶ To remember at all times that you are working in someone's "home." Each resident is an individual, to be treated with dignity, respect and compassion.

ACCOUNTABILITY	RESPONSIBILITIES / OUTCOMES
<b>Culture</b> To ensure familiarity and compliance with Foundation policies, standard operating procedures (SOP's) and best practice	In accordance with the Selwyn Way: <ul style="list-style-type: none"> <li>▶ Demonstrate behaviour and communication style that reflects commitment and knowledge of the Selwyn Foundation Group's mission, values and standard operating procedures;</li> <li>▶ Maintain the confidentiality of residents, volunteers, other staff and the business of the Selwyn Foundation Group at all times.</li> <li>▶ Ensure good relationships are maintained with management, residents and staff.</li> </ul>
<b>Village Support</b> Duties are completed to a high standard of service and in a timely and efficient manner	Support residents to maintain their wellbeing and independence: <ul style="list-style-type: none"> <li>▶ Plan and prepare a nutritional meal;</li> <li>▶ Organise the weekly shopping for meals in an effective and efficient manner;</li> <li>▶ Plan and provide a balanced and varied programme of activities which meets the needs and interests of the residents;</li> <li>▶ Ensure the residents of the wider village community feel welcome and part of the House and encourage interaction between them;</li> <li>▶ Maintain the living environment in a clean and hygienic condition;</li> <li>▶ Ensure cleaning tasks are performed to a high standard;</li> <li>▶ Maintain expenditure within agreed House budget;</li> <li>▶ Maintain the value, operational efficiency and fitness for purpose of village assets and infrastructure.</li> </ul>
<b>Communication and Reports</b> Ensure timely and accurate reporting	<ul style="list-style-type: none"> <li>▶ Report any maintenance issues, repair and replacement needs;</li> <li>▶ Communicate with residents to create rosters for household duties and planned activities;</li> <li>▶ Maintain accurate records and relevant documentation as instructed;</li> <li>▶ Meet the changing resident requirements as appropriate, monitor and report any concerns to your manager; and</li> <li>▶ Submit monthly reports to the Village Manager.</li> </ul>

<b>Personal Development</b>	<ul style="list-style-type: none"> <li>▶ Maintain a working knowledge of all operational matters to ensure that the Selwyn Way is adhered to.</li> <li>▶ Maintain your own professional growth and development with regard to this position.</li> <li>▶ Attend all mandatory education sessions as scheduled</li> </ul>
<b>Quality Improvement</b> To support and maintain quality systems	<ul style="list-style-type: none"> <li>▶ Implement the quality management system including a focus on continual improvement and achieving workplace objectives;</li> <li>▶ Participate in the internal audit programme relevant to the area of work.</li> </ul>
<b>Health &amp; Safety</b> To proactively support a culture of Health & Safety in line with Foundation Health & Safety guidelines, instructions and standards	<p>In accordance with Selwyn Foundation policy:</p> <ul style="list-style-type: none"> <li>▶ Implement work practices that demonstrate familiarity and compliance with all Selwyn Foundation Group health &amp; safety SOP's;</li> <li>▶ Take all practicable steps to ensure the ongoing safety of oneself and that of volunteers, other staff, residents and visitors;</li> <li>▶ Ensure all hazards are identified, and/or reported, and managed appropriately;</li> <li>▶ Complete incident reports as necessary and without delay, and forward to manager for investigation;</li> <li>▶ Maintain and appropriately manage infection control standards;</li> <li>▶ Promote an environment that maximises residents' safety, independence, quality of life and health.</li> </ul>
<b>Other</b>	Undertake other relevant duties as required by your manager, following consultation with you.

## Qualifications and Experience

Full, clean driver's licence

Basic bookkeeping and IT skills (MS Word and Outlook)

First Aid Certificate

## CORE COMPETENCIES REQUIRED FOR THIS ROLE:

At all times, employees will respect and promote the organisation's values of faith, independence, care and wellness (The Selwyn Way). This will be reflected in each of these competencies through your actions and behaviours and others will be similarly inspired.

<b>Customer Focus</b>	Makes residents and their needs a primary focus of one's actions; developing and sustaining productive relationships and demonstrating a clear concern for the health, safety and wellbeing of others.
<b>Communication</b>	Presents a confident and clear style that is polite and appropriate. Communication is tailored to meet the audience and ensure understanding. Respects confidentiality and listens well.
<b>Initiative</b>	Shows good judgement with ability to understand various situations and attend to in the most effective manner. Contributes ideas and knowledge and strives to exceed expectations. Responds rapidly to requests and solves problems effectively.
<b>Interpersonal Skills</b>	Relates well to others and shows genuine concern and understanding. Builds appropriate rapport with all kinds of people. Is sensitive and approachable, managing difficult situations with diplomacy and tact. Demonstrates focused listening skills.
<b>Composure</b>	Is reliable; remains calm under pressure; is tolerant with people and processes; does not become defensive or irritated or show frustration.
<b>Creative Thinking</b>	Thinks with originality, showing imagination and the ability to discover new approaches.

<b>Managing own Workload</b>	Takes responsibility for own performance, timekeeping and outcomes, adjusting priorities appropriately and planning for contingencies. Complies with standard operating procedures and quality measures.
<b>Teamwork</b>	Works together and co-operatively to achieve common goals. Accepts direction, supports others and offers assistance as appropriate.
<b>Accommodating Change</b>	Supports different and innovative approaches introduced to improve the organisation's effectiveness; showing willingness to modify current practices. Remains open to ideas offered by others.

I \_\_\_\_\_ have read in full my Job Description and accept to undertake all responsibilities as outlined.

Signed: \_\_\_\_\_  
(Employee)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
(for The Selwyn Foundation)

Date: \_\_\_\_\_