

Residential Facilitator

Job Description and Person Specification

The role of the Residential Facilitator is to support and assist Deaf clients on every aspect of activities of daily living to live valued lives of optimal independence and participation in activities within the service centre and/or in the community.

With a person centred approach, the Residential Facilitators will assist each individual to plan and direct their lives, meet the needs identified in their individual plan, and support outcomes that are meaningful to the person in conjunction with their overall needs, integrating more fully into the community and achieving their potential.

Key Responsibilities

- To be always professional, in keeping with the overall culture, philosophy and policies of Chime. To be aware of the management structure, specific responsibilities held by Service Manager and Director of Specialist Services.
- To maintain a positive, constructive, and professional relationship with clients.
- Facilitate and co-ordinate the daily independence of clients by working with them and their family in formulating Person Centred Plans.
- Assist and encourage clients to achieve their goals identified in their Person-Centred Plan.
- Assist clients with money management, if required.
- Assist clients to improve their quality of life by developing, encouraging, and supporting them, when required, in personal care, the learning of skills for gaining employment and leisure activities.
- Be proactive and foster a relationship with community resources thus enhancing the person's abilities and capacities. e.g. local college, social clubs, etc.
- Encourage and support clients in using a wide range of community facilities as part of their day-to-day life.
- Follow, evaluate, and monitor Person Centered Plans (PCP's) that are developed in collaboration with the client, their family and Chime service team in line with risk assessments.
- Record daily activities as per the Daily Care Plan and write reports for reviews.
- Encourage clients spiritual/cultural/age identity.
- Undertake the role of Keyworker to specified client when assigned.
- Support clients in gaining appropriate employment/day occupation and leisure opportunities.
- Inform relevant parties of any untoward accident/incident.

- Manage and record confidential client information and other general administration duties including petty cash logs and accident and incident reports in line with Chime policies.
- Manage communication (ISL, verbal and written) with clients and their family.
- Work closely with your Team Leader, Service Manager and the team to ensure that concerns are dealt with efficiently through the correct channels including external agencies.
- To advocate on behalf of the client at all times.
- To drive safely and lawfully and maintain Chime vehicles.
- Maintain the cleanliness of the house environment by performing general household duties such as shopping, cleaning, washing to an agreed acceptable standard.
- Assisting with the preparation of meals.
- Work as a member of a team and attend team meetings and reviews as required.
- Attend regular supervision and performance management sessions with Team Leader / Service Manager.
- Maintain safe, secure, and healthy work environment by establishing, following, and enforcing Chime standards, policies, and procedures.
- Other duties as may be requested by the Team Leader / Manager
- Attend training sessions

Qualifications and Experience

Qualifications

- A recognised Health or Social Care qualification at Level 7
- Full driving licence, an advantage.

Experience

- Previous residential care or community work experience
- Previous experience of working in an area of disability/illness would be an advantage

Essential

- Excellent inter-personal and communication skills.
- Proficient ISL skills, or a willingness to participate in ISL training.
- IT skills that include Word and Microsoft Outlook
- Ability to work on own initiative and as part of a team
- Enthusiastic, flexible, adaptable, diplomatic, and open to change
- Be able to plan, organise, and prioritise own work
- Be self-motivated
- With attention to detail be able to process and distribute information and follow client's person-centred plans
- An ability to adapt to changing situations quickly
- An ability to manage conflict

Residential Facilitator

16th January 2026

- Excellent time management and organisational skills

Competencies

- **Communication**
 - Strong communicator with excellent interpersonal skills
- **Person Centered & Advocacy**
 - Support & empower individuals to identify and pursue their needs
- **Commitment to achieving the highest level of Professional Service**
 - demonstrates a commitment to highest standards of quality service and outcomes.
- **Using own initiative & Judgement**
 - Identifies service gaps and ways of improving processes and services
- **Impact & Outcomes Focused**
 - Focus resources to achieve your outcomes and assist others to set and achieve their outcomes
- **Planning, Organising and Prioritising**
 - works to optimise outputs

Key Performance Indicators (KPI's)/Outcomes

- Excellent working relationships across Chime
- Employees should plan work, using initiative and maintaining a high standard of service at all times.
- Employees must treat residents, visitors, and other team members at all times with respect and dignity.
- Employees must be aware at all times to maintain the dignity of residents, particularly in the areas of personal care.
- Ensure the resident's right to privacy and choice are respected.
- Ensure the need for confidentiality when possessing knowledge of a private and personal nature about residents and their families.
- At all times work within the Health and Safety guidelines of Chime

Other Requirements

- Travel as required
- Full driving license with access to a vehicle is desirable.
- Available to work flexible hours on a 7 day rota which will include night, sleepover, and weekend work.
- The hours of work will be 39 hours per week for a full-time staff member and will alternate between a fixed or varied roster from time to time so as to serve best the interest of the client.
 - The sleepover person may be awoken in the case of an emergency or an untoward incident. Staff are required to remain on the property.
 - The appointee may be expected to be on-call after normal hours and to be available within reasonable time to deal with emergencies. The person appointed shall also work reasonable additional hours when directed.

- Employees must attend training days and educational updates, particularly in the areas of lifting techniques, fire drill and in-service development.

This Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time.

Chime is an Equal Opportunities Employer