

## Resident Liaison (Days)

- Based at Lynwood Village, Ascot
- 30 & 37.5 hours
- Salary £10.43 per hour
- (Either 4 out of 7 days, or 5 out of 7 days)

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### The role

The resident liaison will offer a range of support services to residents living within Ben's retirement communities to meet their identified needs and support them to live independently, safely and securely. You will raise awareness of the range of care and support services available to them. You will ensure their involvement in all aspects of their well-being as well as socially interacting with the residents. As well as meeting the residents' personal, social and emotional care needs, the role also encompasses updating customer care plans, participating in the implementation of quality assurance programmes and responding to emergencies while undertaking the role of incident manager in absence of senior colleagues.

### Key responsibilities

- To update resident's care plans and other records as directed by the line manager and in-line with Ben's policies and procedures.
- To participate in the implementation of quality assurance programmes within the service the post holder operates.
- To deliver person centred support services to meet residents' personal, social and emotional care needs ensuring their involvement in all aspects of their well-being
- To raise awareness and understanding of Ben's services with external Health Care and other agencies and ensure residents are aware of the range of care and other support services which may be available to them.
- To maintain an information service library that is available for and accessible to residents.
- To conduct welfare checks as required of residents, in-line with the procedure of the service in which the post holder operates and contact appropriate Next of Kin (NOK)/Power of Attorney (PoA) and/or professionals when required to ensure residents' health, safety and well-being is maintained.
- To communicate effectively and appropriately with residents, their relatives and visitors to Ben premises.
- To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.

Owned and operated by Ben

## About you

The right person for this role will possess experience of working in a support role with elderly people and be able to work independently and autonomously without the need to consistently seek guidance from managerial staff. You will be a motivated self-starter with the ability to make decisions and ability to support the service user without the requirement of being closely supervised.

## Benefits

- 30 days holiday including bank holidays
- Contributory pension scheme – matched at 3%
- Referral scheme
- Free smart uniform
- Onsite Café
- Free parking
- Life assurance
- Discount on certain car brands

## About Lynwood Village

Lynwood Village, in Sunninghill near Ascot, provides independent living for people aged 65 and over. Spacious homes, beautifully designed with the future in mind, sit within a friendly, sociable community with flexible, optional support on hand should it be required. With, superb onsite facilities and a choice of activities, events and excursions it's easy for Lynwood Village residents to keep busy and find company when they choose.

By working at Lynwood, you become part of a vibrant, friendly community with the opportunity to make a real difference to someone's day.

## About Ben

Ben is an independent charity and dedicated partner to the automotive industry, providing support for life for its people and their family dependents. Ben is focused on delivering care and support to enable total health & wellbeing through working and later life.

Ben provides free and confidential advice and support focused on the main areas of peoples' health and wellbeing: financial, physical, mental and social, supporting people at whatever stage of life. Everyone who works, or has worked, in the automotive industry can access Ben's support.

Ben also operates continuing care and support for those in later life, which isn't dependent on an automotive industry connection, via its care centres as well as independent living for over 65s at its retirement village.

## Apply now

If this describes you, then please contact us at [careers@ben.org.uk](mailto:careers@ben.org.uk) and enclose your latest CV and covering letter explaining why you are the ideal candidate for this role. If you are ambitious and motivated and want to make a positive difference to people's lives, get in touch with us.

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Ben - Motor and Allied Trades Benevolent Fund. Registered office: Lynwood Court, Lynwood Village, Rise Road, Ascot SL5 0FG.  
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