

JOB DESCRIPTION

Job Title: Residential Support Worker

Directorate & Section/Unit: Children's, Families and Communities/Worcestershire Children First

Reporting to: Team Manager – Residential Services

Management responsibility for: Not applicable

Headcount and FTE of staff: Not applicable

Salary Grade:

WCC Management Level: *Frontline staff

Number of Direct Reports:

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job: Using a child-centred approach, work directly with children and young people who as a result of their experiences and/or disability may display a range of behaviors both externally and internally. Behaviors may include violence and aggression, self-harm, suicidal ideation, risk taking behaviours, missing episodes and children at risk of exploitation (Gangs, CSE). To actively engage with children and young people within direct work and key work sessions

Main Activities & Responsibilities:

- To work directly and provide high standards of care for children and young people with social emotional and behavioral difficulties, and/or learning difficulties and autism
- To work with children and young people where the assessed risk of harm to themselves or others is high and where living at home or in a family based placement would be at high risk of breakdown, providing a safe care and environment to reduce and manage risk to self and others presented by the child or young person.
- To work directly with children and young people to build relationships and resilience to support reunification or successful transition to a family based care arrangement or supported living placement

- Direct working with birth families and foster carers to understand the child and young people needs and support the building of relationships to support the step down transition from residential placements progression of children's care plans and permanence
- To work in partnership with professionals and as a team member within the home in order to bring about change in and successful outcomes for the child or young person.
- To provide childcare practice that is informed therapeutically and/or through evidenced based interventions including Attachment -DDP and PACE, Signs of Safety and Brief Solution Focused Therapy
- Responsible for providing high standards of childcare and promoting good childcare practice, in accordance with the Quality Standards, Children's Home Regulations and Departmental standards, policy and procedure.
- Form trusting and authentic relationships with children and young people that will support the their own personal development, self-esteem and ability to build positive relationships now and in the future
- Provide routine, consistency and age appropriate boundaries and be a role model for children and young people as well as family members
- Support all children and young people to learn age appropriate independence skills for later life.
- To ensure that the targets and outcomes that are assigned to residential workers are achieved
- Contribute to meetings and written reports, plans, risk assessments that are individualised for each child and support a clear framework for practice, progress and positive outcomes
- Support all aspects of children's development and progress including health and well-being, education, employment, family time and relationships
- Be responsible for complying with policies and procedures and legislation in relation to children's homes
- Ensure any safeguarding concerns relating to a child or any member of staff or visitor within the home are reported immediately to a manager verbally and followed up in writing

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training

- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks. ****Delete if not applicable***
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility

- Reasonable adjustments will be considered as required by the Equality Act

Author: Tina Russell

Date: January 2019
Date of grading confirmation:

PERSON SPECIFICATION

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Directorate & Section/Unit: Children's, Families and Communities/Worcestershire Children First

Reporting to: Team Manager – Residential Services

Management responsibility for: Not applicable

Headcount and FTE of staff: Not applicable

EXPERIENCE:

It is **essential** that the post-holder has:

- Demonstrable experience of working with vulnerable young people
- Experience of working with confidential data and due regard for data protection laws
- Experience of working with children and/or young adults in a residential setting and/or outreach/family support role
- Experience of multi-agency working

It is **desirable** that the post-holder has:

- Knowledge of the effective use of Care Plans
- Working knowledge of child development, the effects of trauma, abuse, neglect, separation and loss
- Knowledge of relevant Child Care legislation
- Knowledge of Health and Safety legislation

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post-holder has:

- Ability to build effective relationships and work directly with children, young people and families
- Ability to work positively within a change environment maintaining child centred practice
- Ability to understand and work with young people who have complex needs
- To safeguard and promote the interests of young people and challenge inappropriate behaviours and practices
- The ability to be ambitious for young people, helping them achieve their goals and optimise their potential
- The ability to help young people gain self-control by challenging unacceptable behaviour and rewarding acceptable, pro-social conduct
- The ability to work as part of a wider team, collaborate and professional problem solve

- Sets and maintains the highest standards in professional relationships and boundaries
- Strong and effective communication skills
- The ability to be resilient and work under pressure
- Be able to provide emotional support at times of difficulty or stress
- Ability to engage and communicate effectively with families and other agencies
- Good IT skills, including Microsoft Office
- Ability to engage, communicate and work effectively with families and staff from other agencies and disciplines.
- Working knowledge of Signs of Safety or Brief Solution Focused Therapy
- Working knowledge of de-escalation and physical intervention

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post-holder has:

- A level 3 qualification in Residential Childcare

or

- An ability and willingness to undertake Level 3 Diploma and Residential Childcare and will subsequently achieve the qualification within 15 months from commencing the course in their own time.

ADDITIONAL INFORMATION:

- It is **essential** that the post holder has: An ability to travel countywide

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