Nottinghamshire County Council

Job Description: Residential Social Care Worker.	**Department:** Children, Families & Cultural Services.	**Post Reference number:**

Job Purpose:

To provide safe, supportive and positive care to all resident children and young people, this will include pro-active involvement in all aspects of their day to day social and educational care.

The post holder will follow a rota pattern of work which will include a variety of shift patterns including evening, weekend and bank holidays and on occasions awake-night and sleep-in duties.

Key Responsibilities:	**Key Accountabilities:**
To offer young people high standard of physical and emotional care and undertake shift-leading responsibilities as and when required	Understands and puts into practice the Council's commitment to excellent customer service including mentoring and supporting junior staff in meeting customers needs.
To provide services efficiently and effectively within organisational policy and statutory requirements.	Sets a personally high standard of customer service as an example to staff including listening to customers and acting on feedback.
To provide care within an environment that positively integrates race, culture gender, disability and sexual orientation.	Sets a positive example by using resources efficiently in line with priorities and correcting inefficient practices.
To ensure that managers are informed of significant matters arising in connection with the Home, issues of Ofsted compliance and/or the young people.	Leads by example in putting forward ways of working more efficiently and encourages staff to develop ideas for increasing efficiency. Acts as a personal example and mentor to frontline staff by demonstrating a positive working ethos, sharing expertise and helping

To represent the home professionally in a range of internal and external forums. To maintain a current knowledge of legislation, practice issues and developments locally and nationally in their field of work. To work positively and enabling with children and young people with challenging behaviour. To ensure that children have access to representation and complaints procedure. To act as an advocate for the children and young people. To work to ensure the Home maintains standards required under section 23(1) of Care Standards Act 2000. To implement identified care management tasks. To communicate effectively and professionally verbally, non-verbally and in written form. To establish effective relationships with the local community. To have knowledge and application of relevant Health and Safety Legislation. To have an understanding and knowledge of child development.	staff to work more effectively Builds positive personal relationships with customers, with colleagues and partners acting as a model both in terms of listening and explaining to resolve ambiguity. Bounces ideas off colleagues and peers, seeking input and constructive challenge. Guides and supports staff to portray a professional image. Is quick to understand and model new ways of working, relevant technology and approaches. Guides and supports front line staff to adapt ways of working in a changing environment. Develops awareness of new practice in their profession and developments within the Council. Sets and delivers stretching personal goals and work standards. Acts as an example to motivate others by striving to continually improve and persevering in difficult circumstances. Actively supports colleagues to achieve their targets and objectives. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality.

To contribute to and implement effective strategies for managing challenging behaviour, following the MAPA training, principles and strategies To contribute to and implement child care planning. To communicate effectively, professionally and sensitively with children, young people and their families. To assess and work with family dynamics and relationships. To have a working knowledge of child protection procedures and of safeguarding children and young people looked after. To work in partnership with other professionals, community groups, voluntary and statutory agencies. To be committed to the ethos and philosophy of group living. To be committed to the County Council's equality policies. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.	Acts as a source of advice in relation to treating all customers and colleagues with respect and consideration and in relation to the Council's code of conduct. Challenges inappropriate behaviour. Exemplifies safe working in line with health and safety and safeguarding protocols and procedures, acting as a source of advice to other staff. Exemplifies a considered and professional approach to the management of risk, showing understanding of the risk management system

Person Specification:	
Qualifications, Experience and Knowledge. 1. Should hold an NVQ 3 CCYP/Health & Social Care, CWDC Diploma or equivalent. If not held will be required to register on a programme and achieve within 6 months of being confirmed in post. 2. Must have a minimum of 6 months experience of working with children and young people, in a residential group living setting within the last 5 years. 3. Must be educated to GCSE grade C or above in English or evidence Literacy skills to Level 2 of the national qualification's framework. 4. Must understand the broad principles of the Children Act 1989 (and subsequent amendements) and other field related legislation. 5. Must have a clear understanding of the safeguarding	**Personal and Professional Attributes:** 9. Commitment to self development and training. Including a willingness to undertake training as identified (particularly Level 3 qualifications). 10. Ability to work within a stressful environment and manage own stress. 11. Excellent time-keeping and sickness record. 12. Able to demonstrate patience, flexibility, integrity, resiliance, enthusiasm and sensitivity within good parenting principles and present as a good role model for young people. 13. Must be able to work on a rostered basis, including weekend and unsociable hours, including sleeping-in duties, bank holiday working and awake night duties.

issues for children/young people in a residential group living setting. 6. Must have an understanding of young people's physical, emotional, cultural and racial and individual needs in a residential setting. 7. Must have an understanding, awareness of & commitment to equality issues. 8. Must have an understanding of, and an ability to manage challenging behaviour.	Applicants Please Note **When completing your application form you must ensure you address and make comment on the 13 criteria outlined in the Person Specification. The Panel will short list solely against these elements. If you have not covered these essential criteria requirements in enough depth you will not be included on the short list of candidates.** **You need to carefully consider how you can meet the essential criteria, please give examples. For instance, it is not sufficient to state "I *have knowledge of safeguarding issues*". The panel will expect you to write a statement identifying the range of safety issues you have to consider when children and young people live in a residential setting, and how you would work with other professionals to keep children safe and secure. It may be helpful for you to research this area of the person specification before you fill in the application form if your work or other setting hasn't given you experience of this. Give examples etc. to help you focus and frame your statements in each area.** **It may be helpful for you to head each paragraph of your application form with these 13 essential criteria.**