



Title	Department	Post Ref.
Residential Care Worker	Children, Families & Cultural Services	
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: To offer young people high standard of physical and emotional care. To provide services efficiently and effectively within organisational policy and statutory requirements. To provide care within an environment that positively integrates race, culture, gender, disability and sexual orientation. To ensure that managers are informed of significant matters arising in connection with the Home, issues of Ofsted compliance and/or the young people. 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 and to act as an advocate for the children and young people.		Key Accountabilities: Understands and puts into practice the Council's commitment to excellent customer service in meeting customer's needs. Acts as a personal example and demonstrate a positive working ethos, sharing expertise and helping staff to work more effectively Bounces ideas off colleagues and peers, seeking input and constructive challenge. Portray a professional image. Develops awareness of new practice in their profession and developments within the Council. Actively supports colleagues to achieve their targets and objectives. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality. Treats all customers and colleagues with respect and consideration in relation to the Council's code of conduct.

To work to ensure the Home maintains standards required within the Quality Standards. To communicate effectively and professionally verbally, non-verbally, in written form and IT. To establish effective relationships with the local community. To have knowledge of relevant Health and Safety Legislation. To have an understanding and knowledge of child development. To contribute to behaviour management strategies. To implement child care planning. To communicate effectively, professionally and sensitively with children, young people and their families. 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.	Challenges inappropriate behaviour. Exemplifies safe working in line with health and safety and safeguarding protocols and procedures. Shows understanding of the risk management system
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge If not held will be required to register on the Children's Workforce Development Diploma level 3 and achieve within 6 months of being confirmed in post. Basic knowledge of the Children Act 1989. Must have an understanding of the safeguarding issues which may impact on people in care. Must have an understanding of physical, emotional, cultural, racial and individual needs in a residential setting. Must have an understanding, awareness of & commitment to equality issues.	Personal skills and general competencies Puts into practice the Council's commitment to excellent customer care. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. Works well with colleagues but also able to work on their own initiative. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration Commitment to self development and training. Including a willingness to undertake training as identified (particularly Level 3 qualifications). Ability to work within a stressful environment and manage own stress. Excellent time-keeping. Able to demonstrate patience, flexibility, integrity, resilience, enthusiasm and sensitivity within good parenting principles and present as a good role model for young people. Must be able to work on a rostered basis, including weekend and unsociable hours, which may include sleeping-in duties, bank holiday working and awake night duties.
Experience Must have a minimum of 6 months experience of working with children, young people or adults, either in a voluntary, work or other relevant setting.	
Role Dimensions	

1. Residential care
2. No financial responsibilities
3. No direct reports

Please attach a structure chart

Date