



<b>Title</b>	<b>Department</b>	<b>Post Ref.</b>
<b>Residential Social Care Worker</b>	<b>Children, Families and Young People</b>	
<b>Job Purpose</b> 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.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. To offer young people high standard of physical and emotional care and undertake shift-leading responsibilities as and when required</li><li>2. To provide services efficiently and effectively within organisational policy and statutory requirements.</li><li>3. To provide care within an environment that positively integrates race, culture gender, disability and sexual orientation.</li><li>4. To ensure that managers are informed of significant matters arising in connection with the Home, issues of Ofsted compliance and/or the young people.</li><li>5. To represent the home professionally in a range of internal and external forums.</li><li>6. To maintain a current knowledge of legislation, practice issues and developments locally and nationally in their field of work.</li><li>7. To work positively and enabling with children and young people with challenging behaviour.</li><li>8. To ensure that children have access to representation and complaints procedure.</li><li>9. To act as an advocate for the children and young people.</li><li>10. To work to ensure the Home maintains standards required under section 23(1) of Care Standards Act 2000.</li><li>11. To implement identified care management tasks.</li><li>12. To communicate effectively and professionally verbally, non-</li></ol>		<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>1. Understands and puts into practice the Council's commitment to excellent customer service including mentoring and supporting junior staff in meeting customers needs.</li><li>2. Sets a personally high standard of customer service as an example to staff including listening to customers and acting on feedback.</li><li>3. Sets a positive example by using resources efficiently in line with priorities and correcting inefficient practices.</li><li>4. Leads by example in putting forward ways of working more efficiently and encourages staff to develop ideas for increasing efficiency.</li><li>5. Acts as a personal example and mentor to frontline staff by demonstrating a positive working ethos, sharing expertise and helping staff to work more effectively</li><li>6. Builds positive personal relationships with customers, with colleagues and partners acting as a model both in terms of listening and explaining especially to resolve ambiguity.</li><li>7. Bounces ideas off colleagues and peers, seeking input and constructive challenge.</li><li>8. Guides and supports staff to portray a professional image.</li><li>9. Is quick to understand and model new ways of working, relevant technology and approaches.</li></ol>

<p>verbally and in written form.</p> <p>13. To establish effective relationships with the local community.</p> <p>14. To have knowledge and application of relevant Health and Safety Legislation.</p> <p>15. To have an understanding and knowledge of child development.</p> <p>16. To contribute to and implement effective strategies for managing challenging behaviour, following the MAPA training, principles and strategies</p> <p>17. To contribute to and implement child care planning.</p> <p>18. To communicate effectively, professionally and sensitively with children, young people and their families.</p> <p>19. To assess and work with family dynamics and relationships.</p> <p>20. To have a working knowledge of child protection procedures and of safeguarding children and young people looked after.</p> <p>21. To work in partnership with other professionals, community groups, voluntary and statutory agencies.</p> <p>22. To be committed to the ethos and philosophy of group living.</p> <p>23. To be committed to the County Council's equality policies.</p> <p>24. 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.</p>	<p>10. Guides and supports front line staff to adapt ways of working in a changing environment.</p> <p>11. Develops awareness of new practice in their profession and developments within the Council.</p> <p>12. Sets and delivers stretching personal goals and work standards.</p> <p>13. Acts as an example to motivate others by striving to continually improve and persevering in difficult circumstances.</p> <p>14. Actively supports colleagues to achieve their targets and objectives.</p> <p>15. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality.</p> <p>16. 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.</p> <p>17. Challenges inappropriate behaviour.</p> <p>18. Exemplifies safe working in line with health and safety and safeguarding protocols and procedures, acting as a source of advice to other staff.</p> <p>19. Exemplifies a considered and professional approach to the management of risk, showing understanding of the risk management system.</p>
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<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

### ***Person Specification***

<p><b><i>Education and Knowledge</i></b></p> <p>1. Should hold an NVQ 3 CCYP/Health &amp; 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..</p> <p>2. Must be educated to GCSE grade C or above in English or evidence Literacy skills to Level 2 of the national qualifications framework</p>	<p><b><i>Personal skills and general competencies</i></b></p> <p>3. Puts into practice the Council’s commitment to excellent customer care.</p> <p>4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</p> <p>5. Works well with colleagues but also able to work on their own initiative.</p> <p>6. Shares the Council’s commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</p>
<p><b><i>Experience</i></b></p> <p>7. Must have a minimum of 6 months experience of working with children and young people, in a residential group living setting</p>	
<p><b><i>Role Dimensions</i></b></p> <p>8. Must understand the broad principles of the Children Act 1989 (and subsequent amendments) and other field related legislation.</p> <p>9. Must have a clear understanding of the safeguarding issues for children/young people in a residential group living setting.</p>	

Tier 7 - Frontline Roles

10. Must have an understanding of young people's physical, emotional, cultural and racial and individual needs in a residential setting
11. Must have an understanding, awareness of & commitment to equality issues.
12. Must have an understanding of, and an ability to manage challenging behaviour.
13. Commitment to self development and training. Including a willingness to undertake training as identified (particularly Level 3 qualifications).
14. Ability to work within a stressful environment and manage own stress.
15. Excellent time-keeping and sickness record.
16. Able to demonstrate patience, flexibility, integrity, resilience, enthusiasm and sensitivity within good parenting principles and present as a good role model for young people.
17. 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.
18. 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.
19. No Financial responsibilities bar small petty cash purchases and administration .

*Please attach a structure chart*

Date 26.09.17