



| Title | Department | Post Ref. |
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| Residential Social Care Worker | Children, Families and Young People | |
| 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 <ol style="list-style-type: none">1. To offer young people high standard of physical and emotional care and undertake shift-leading responsibilities as and when required2. To provide services efficiently and effectively within organisational policy and statutory requirements.3. To provide care within an environment that positively integrates race, culture gender, disability and sexual orientation.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.5. To represent the home professionally in a range of internal and external forums.6. To maintain a current knowledge of legislation, practice issues and developments locally and nationally in their field of work.7. To work positively and enabling with children and young people with challenging behaviour.8. To ensure that children have access to representation and complaints procedure.9. To act as an advocate for the children and young people.10. To work to ensure the Home maintains standards required under section 23(1) of Care Standards Act 2000.11. To implement identified care management tasks.12. To communicate effectively and professionally verbally, non- | Key Accountabilities <ol style="list-style-type: none">1. Understands and puts into practice the Council's commitment to excellent customer service including mentoring and supporting junior staff in meeting customers needs.2. Sets a personally high standard of customer service as an example to staff including listening to customers and acting on feedback.3. Sets a positive example by using resources efficiently in line with priorities and correcting inefficient practices.4. Leads by example in putting forward ways of working more efficiently and encourages staff to develop ideas for increasing efficiency.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 effectively6. 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.7. Bounces ideas off colleagues and peers, seeking input and constructive challenge.8. Guides and supports staff to portray a professional image.9. Is quick to understand and model new ways of working, relevant technology and approaches. | |

verbally and in written form.

13. To establish effective relationships with the local community.
14. To have knowledge and application of relevant Health and Safety Legislation.
15. To have an understanding and knowledge of child development.
16. To contribute to and implement effective strategies for managing challenging behaviour, following the MAPA training, principles and strategies
17. To contribute to and implement child care planning.
18. To communicate effectively, professionally and sensitively with children, young people and their families.
19. To assess and work with family dynamics and relationships.
20. To have a working knowledge of child protection procedures and of safeguarding children and young people looked after.
21. To work in partnership with other professionals, community groups, voluntary and statutory agencies.
22. To be committed to the ethos and philosophy of group living.
23. To be committed to the County Council's equality policies.
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.

10. Guides and supports front line staff to adapt ways of working in a changing environment.
11. Develops awareness of new practice in their profession and developments within the Council.
12. Sets and delivers stretching personal goals and work standards.
13. Acts as an example to motivate others by striving to continually improve and persevering in difficult circumstances.
14. Actively supports colleagues to achieve their targets and objectives.
15. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality.
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.
17. Challenges inappropriate behaviour.
18. Exemplifies safe working in line with health and safety and safeguarding protocols and procedures, acting as a source of advice to other staff.
19. Exemplifies a considered and professional approach to the management of risk, showing understanding of the risk management system.

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| The post holder will perform any duty or task that is appropriate for the role described | |

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| <i>Person Specification</i> | |
| <p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 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 be educated to GCSE grade C or above in English or evidence Literacy skills to Level 2 of the national qualifications framework | <p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 3. Puts into practice the Council’s commitment to excellent customer care. 4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. |
| <p><i>Experience</i></p> <ol style="list-style-type: none"> 7. Must have a minimum of 6 months experience of working with children and young people, in a residential group living setting | <ol style="list-style-type: none"> 5. Works well with colleagues but also able to work on their own initiative. 6. Shares the Council’s commitment to providing a safe environment for customers and staff and also treating all with respect and consideration |
| <p><i>Role Dimensions</i></p> <ol style="list-style-type: none"> 8. Must understand the broad principles of the Children Act 1989 (and subsequent amendments) and other field related legislation. 9. Must have a clear understanding of the safeguarding issues for children/young people in a residential group living setting. | |

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