

Title Residential Social Care Worker	Department Children, Families and Cultural Services	Post Ref.
<p>Job Purpose</p> <p>To provide safe, supportive and positive care to all residents children and young people, this will include pro-active involvement in all aspects of their day to day social and educational care.</p> <p>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-nigh and sleep-in duties.</p>		
<p>Key Responsibilities</p> <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 required. 2. 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 Ofstead 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 work to ensure the home maintains standards required under section 23(1) of the Care Standards Act 2000. 10. To implement identified care management tasks. 11. To communicate effectively and professionally verbally, non-verbally and in written form. 	<p>Key Accountabilities</p> <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 customer's 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 of 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 effectively. 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. 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. 	

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

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

Person Specification**Qualifications, Experience and Knowledge**

1. Should hold an NVQ 3 CCYP/Health and 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.
3. Must be educated to GCSE grade C or above in English or evidence literacy skills to level 2 of the national qualifications framework.
4. Must understand the broad principles of the Children's Act 1989 (and subsequent amendments) and other field related legislation.
5. Must have a clear understanding of the safeguarding issues for children/young people in a residential group living setting.
6. Must have an understanding, awareness of and commitment to equality issues.
7. Must have an understanding of, and an ability to, manage challenging behaviour.
8. Must hold a current driving license.

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, resilience, 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.

Please attach a structure chart

Applicants Please note

When completing your application form you must ensure you address and make comment on the criteria. The panel will shortlist solely against these elements. If you have not covered these essential criteria requirements in enough depth you will not be included on the shortlist 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 essential criteria.