



| Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Post Ref. |
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| Residential Social Care Worker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Children, Families and Young People                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |
| <b>Job Purpose</b><br>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.<br><br>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><br><br>1. To offer young people high standard of physical and emotional care and undertake shift-leading responsibilities as and when required<br>2. To provide services efficiently and effectively within organisational policy and statutory requirements.<br>3. To provide care within an environment that positively integrates race, culture gender, disability and sexual orientation.<br>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.<br>5. To represent the home professionally in a range of internal and external forums.<br>6. To maintain a current knowledge of legislation, practice issues and developments locally and nationally in their field of work.<br>7. To work positively and enabling with children and young people with challenging behaviour.<br>8. To ensure that children have access to representation and complaints procedure.<br>9. To act as an advocate for the children and young people.<br>10. To work to ensure the Home maintains standards required under section 23(1) of Care Standards Act 2000.<br>11. To implement identified care management tasks.<br>12. To communicate effectively and professionally verbally, non- | <b>Key Accountabilities</b><br><br>1. Understands and puts into practice the Council's commitment to excellent customer service including mentoring and supporting junior staff in meeting customers needs.<br>2. Sets a personally high standard of customer service as an example to staff including listening to customers and acting on feedback.<br>3. Sets a positive example by using resources efficiently in line with priorities and correcting inefficient practices.<br>4. Leads by example in putting forward ways of working more efficiently and encourages staff to develop ideas for increasing efficiency.<br>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<br>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.<br>7. Bounces ideas off colleagues and peers, seeking input and constructive challenge.<br>8. Guides and supports staff to portray a professional image.<br>9. Is quick to understand and model new ways of working, relevant technology and approaches. |           |

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| <p>verbally and in written form.</p> <ol style="list-style-type: none"> <li>13. To establish effective relationships with the local community.</li> <li>14. To have knowledge and application of relevant Health and Safety Legislation.</li> <li>15. To have an understanding and knowledge of child development.</li> <li>16. To contribute to and implement effective strategies for managing challenging behaviour, following the MAPA training, principles and strategies</li> <li>17. To contribute to and implement child care planning.</li> <li>18. To communicate effectively, professionally and sensitively with children, young people and their families.</li> <li>19. To assess and work with family dynamics and relationships.</li> <li>20. To have a working knowledge of child protection procedures and of safeguarding children and young people looked after.</li> <li>21. To work in partnership with other professionals, community groups, voluntary and statutory agencies.</li> <li>22. To be committed to the ethos and philosophy of group living.</li> <li>23. To be committed to the County Council's equality policies.</li> <li>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.</li> </ol> | <ol style="list-style-type: none"> <li>10. Guides and supports front line staff to adapt ways of working in a changing environment.</li> <li>11. Develops awareness of new practice in their profession and developments within the Council.</li> <li>12. Sets and delivers stretching personal goals and work standards.</li> <li>13. Acts as an example to motivate others by striving to continually improve and persevering in difficult circumstances.</li> <li>14. Actively supports colleagues to achieve their targets and objectives.</li> <li>15. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality.</li> <li>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.</li> <li>17. Challenges inappropriate behaviour.</li> <li>18. Exemplifies safe working in line with health and safety and safeguarding protocols and procedures, acting as a source of advice to other staff.</li> <li>19. Exemplifies a considered and professional approach to the management of risk, showing understanding of the risk management system.</li> </ol> |
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| <b>The post holder will perform any duty or task that is appropriate for the role described</b> |  |

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

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