

<b>Title</b> <b>Residential Care Worker</b>	<b>Department</b> <b>Children, Families and Cultural Services</b>	<b>Post Ref.</b>
<b>Job Purpose</b> To provide safe, supportive and positive care to all residential 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 evenings, weekends, bank holidays, awake-night duties and sleep ins.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. To offer young people a high standard of physical and emotional care.</li> <li>2. To perform personal and intimate care tasks with complex physical and learning disabled young people.</li> <li>3. Following training and being competency assessed, to undertake health care procedures and processes on children with physical disabilities and significant health needs.</li> <li>4. To provide services efficiently and effectively within organisational policy and statutory requirements.</li> <li>5. To provide care within an environment that positively integrates race, culture, gender, disability and sexual orientation.</li> <li>6. To ensure managers are informed of significant matters arising in connection with the Home, issues of OFSTED compliance and/or the young people.</li> <li>7. To maintain a current knowledge of legislation, practice issues and developments locally and nationally in their field of work.</li> <li>8. To work positively and enabling with children and young people with challenging behaviour.</li> <li>9. To ensure that children have access to representation and complaints procedure and to act as an advocate for the children and young people.</li> <li>10. To work to ensure the Home maintains standards required within the Children's Home Regulations and Quality Standards.</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 in meeting customers' needs.</li> <li>2. Acts as a personal example and demonstrate a positive working ethos, sharing expertise and helping staff to work more effectively.</li> <li>3. Bounces ideas off colleague and peers, seeking input and constructive challenge.</li> <li>4. Portray a professional image.</li> <li>5. Develops awareness of new practice in their profession and developments within the Council.</li> <li>6. Actively supports colleagues to achieve their targets and objectives.</li> <li>7. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality.</li> <li>8. Treats all customers and colleagues with respect and consideration in relation to the Councils' code of conduct.</li> <li>9. Challenges inappropriate behaviour.</li> <li>10. Exemplifies safe working in line with health and safety and safeguarding protocols and procedures.</li> <li>11. Shows understanding of the risk management system.</li> </ol>	

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| <ol style="list-style-type: none"><li>11. To communicate effectively and professionally verbally, non-verbally, in written form and IT.</li><li>12. To establish effective relationships with the local community.</li><li>13. To have knowledge of relevant Health and Safety Legislation.</li><li>14. To have an understanding and knowledge of child development.</li><li>15. To contribute to behaviour management strategies.</li><li>16. To implement child care planning.</li><li>17. To communicate effectively, professionally and sensitively with children, young people and their families. Using a range of mediums such as PEC's, Makaton, Signs and Symbols.</li><li>18. To work in partnership with other professionals, community groups, voluntary and statutory agencies.</li><li>19. To be committed to the ethos and philosophy of group living.</li><li>20. To be committed to the County Council's equality policies.</li><li>21. 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> |  |
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**The post holder will perform any duty or task that is appropriate for the role described**

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. If an appropriate level 3 qualification is not already held then there will be a requirement to register on a programme within 6 months of being confirmed in post and achieve the award within agreed timescales.</li> <li>2. Basic knowledge of the Children Act 1989.</li> <li>3. Must have an understanding of the safeguarding issues which may impact on people in care.</li> <li>4. Must have an understanding of physical, emotional, cultural, racial and individual needs in a residential setting.</li> <li>5. Must have an understanding, awareness of and commitment to equality issues.</li> <li>6. Must have some knowledge of, and an ability to manage challenging behaviour.</li> <li>7. Ability to engage and provide children and young people to develop interests and skills in a range of social activities.</li> <li>8. Must hold a full driving licence (not required in all settings).</li> </ol>	<p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>9. Commitment to self-development and training including a willingness to undertake training as identified (diploma level 3)</li> <li>10. Ability to work within a stressful environment and manage own stress.</li> <li>11. Excellent time keeping and sickness record.</li> <li>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.</li> <li>13. 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.</li> <li>14. Puts into practice the Council's commitment to excellent customer care.</li> <li>15. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>16. Works well with colleagues but also able to work on their own initiative.</li> <li>17. 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>Experience</b></p> <ol style="list-style-type: none"> <li>18. Must have a minimum of 6 months experience of working with children, young people or adults with a disability either in a voluntary, work or other relevant setting.</li> </ol>	
<b>Role Dimensions</b>	

**19.** Insert core area/s of responsibility (inc. teams, services & functions)

**20.** Insert financial responsibility

**21.** Insert staff - No of direct reports

*Please attach a structure chart*

Date

Tier 7 - Frontline Roles