

Job Description

Job title	Residential Support Worker
Directorate	PEOPLE : Children and Adults
Division	Children's Services – Eden House
Range	MPR 3
Reports to	Team Leader

Main purpose of the job:

Actively promote and apply the ethos of the home as detailed in the Statement of Purpose and aspiring to exceed the quality standards through undertaking responsibilities delegated by the Registered Manager, Deputy Manager and / or Team Leaders, in accordance with the Children's Homes Regulations 2015.

Provide care and support, structure and routines for children and young people that respects their individual needs.

To be a positive role model and develop mutually trusting relationships with children and young people, helping them to achieve their full potential.

Work as a member of a team providing nurturing, stimulating and safe environment which promotes the emotional and physical well being of children and young people within appropriate boundaries.

Safeguard, promote the welfare and wellbeing of children and young people in accordance with safeguarding policies and procedures.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Act as a keyworker for allocated children and young people, establishing positive relationships with the wider professional network around the child or young person ensuring that they achieve the health and wellbeing outcomes.

Organise and participate in regular key working sessions with the child, involving the child in all aspects of their care, listening to the voice of the child, advocating where needed and providing learning and advisory support where needed.

Contribute to the development of individual risk assessments, behaviour / support plans and care planning, ensuring any incidents are reported, participating in reviews and other meetings as required and to assist in the implementation of agreed outcomes.

Maintain children's records by ensuring all information / recording relating to children is up to date and that essential record keeping is completed during and by the end of each shift to enable a comprehensive handover can be provided to members of the team.

Participate in the primary care and support for all children and young people within the home whilst being observant of the emotional and mental health needs and to respond appropriately. This will include administering medications in accordance with the policy and procedures of the home.

Be ambitious for children and young people, supporting them to achieve educationally, advocating on their behalf and liaising with educators to achieve positive outcomes.

Promote healthy and active lifestyles with children and young people through organising and accompanying the young people on social activities and appointments encouraging engagements with hobbies and interests both within and out of the home.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response

duties or stand into the role of another member of staff who is responding to a Major Civil Incident

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Team Leader.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Eden House, although you may be expected to work at any location across Medway.

You will be expected to work a shift rota, including weekends, evenings, bank holidays, occasional waking nights and sleep in duties.

<p>This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)</p>

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to GCSE English and Mathematics at Grade 4 or equivalent and/or relevant life skills experience.
- Willingness to work towards an NVQ / Level 3 Diploma (QCF) in Children and Young People's Workforce (or a relevant equivalent) to be completed within 2 years.
- A willingness to work towards all mandatory training.
- A willingness to undertake Playfulness, Acceptance, Curiosity and Empathy (PACE) training.
- A willingness to undertake Team Teach training.

Level B (in addition to A)

- An NVQ / Level 3 Diploma (QCF) in Children and Young People's Workforce (or a relevant equivalent).
- Completion of all mandatory training include PACE and Team Teach.

Level C (in addition A and B)

- Evidence of ongoing continuous professional development.

Knowledge

Level A

- An awareness of the Children's Homes Regulations 2015, Quality Standards, SCCIF and the Framework for Inspection of Children's Homes.
- An awareness and understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g., diabetes, PEG feeding, epilepsy, asthma.
- A basic knowledge of the development needs of children and young people.
- An awareness of safeguarding
- An awareness of the issues facing children today ie. Gangs, exploitation and bullying.
- An awareness of relevant policies and procedures.
- An awareness of Signs of Safety.

Level B (in addition to A)

- A good understanding of the Children's Homes Regulations 2015, Quality Standards, SCCIF and the Framework for Inspection of Children's Homes and how it impacts on the service.
- Awareness and understanding of Ofsted.
- A developed understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g., diabetes, PEG feeding, epilepsy, asthma.
- A good knowledge of the development needs of children and young people.
- A good knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- Knowledge of relevant children and family legislation.
- A detailed understanding of the issues facing children today ie. Gangs, exploitation and bullying.
- A good knowledge of safe storage and administering of medication.
- A good knowledge of relevant policies and procedures

Level C (in addition to A and B)

- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- Completion of medication assessor training.
- Comprehensive knowledge of relevant legislation, policies and procedures and an understanding of how they apply to different circumstances.
- An understanding of Signs of Safety and its application.

Experience

Level A

- Demonstrable experience of working directly with children and young people and/or other care professions.

Level B (in addition to A)

- Developed experience of working directly with children and young people with learning difficulties and / or complex health needs and/or emotional/behavioural difficulties, where sometimes there may be times when this will include working directly with some challenging behaviours.
- Experience of multi-agency working and proactive participation in meetings (supported by management) relevant to the service and children and young people.
- Demonstrable experience and understanding of trauma informed care.
- Demonstrable ability to organise and manage appropriate activities for children and young people with learning difficulties and some complex health needs.

Level C (in addition to A and B)

- Satisfactorily completed 24 months as a Residential Care Worker with Medway Council.

- Experience in supporting and positively contributing to others learning and development.
 - Competent in independently participating in multi agency meetings.
 - Willingness to gain experience in shift leadership and cover in periods of absence.
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Skills

Level A

- An awareness of Microsoft Office packages
- Full, clean driving licence for use in the UK and willingness to drive company vehicles including minibus.
- Effective communication and interpersonal skills.
- Ability to undertake a range of written and numerical tasks, including accurately recording information.
- Ability to adhere and promote all policies and procedures for Medway Council
- Able to engage with children and young people effectively and proactively.
- Ability to work independently within defined procedures.
- Able to demonstrate resilience.
- Able to participate in completing daily household tasks including cleaning and cooking.
- Able to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, report writing, care plans, being alert to constantly risk assess and record accurately reports of children's stays.

Level B (in addition to A)

- Proficient in the use of Microsoft Office packages
- Ability to exchange complicated and / or sensitive information, written and verbal, which can be complex and / or contentious.
- Able to appropriately manage challenging behaviour, in accordance with ethos and training.

Level C (in addition to A and B)

- Able to use initiative and respond effectively to complex situations, making appropriate decisions in a solution focused manner and referring to team leader / deputy manager where appropriate.
- An awareness of conflict management
- Ability to dynamically risk assess and undertake risk assessments.