

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	Residential Support Worker
DIRECTORATE	Children and Adults
SERVICE	Children's Services
RESPONSIBLE TO	Registered Manager
GRADE	Range 3
SALARY	£22,355 - £27,874

MAIN PURPOSE OF JOB

To work as part of a team caring for a group of children and young people with disabilities and complex health needs in a short break residential setting.

Key work the allocated number of cases according to the needs of the service, including design, implementation, monitoring and evaluation of individual support plans.

Report significant matters affecting an individual's quality of life. Follow support plans and behaviour management guidelines.

Ensure all information relating to Children and Young People is accurate and up to date including progress towards the achievement of agreed goals, discussing with manager any adaptations you believe are required.

Enable and support children to make choices. Understand and respond to the needs and preferences of each of the Children and Young People by communicating with them effectively and making use of records/experience of colleagues/family members/other professionals.

Be flexible and adaptable in providing a sensitive caring approach allowing children to develop all aspects of their life.

Provide personal, health, social and domestic care to service users to enable them to receive the support in accordance with their care plans whether in the home or the community

Undertake the preparation and cooking of meals and snacks, laundry, household tasks and daytime activities with the children and young people as required.

Ensure records of incidents are completed timely and accurately. Talk through incidents with manager to ensure adequate support is given. Evaluate the incident to ensure it was correctly managed and the correct documentation was completed.

Administer medication following the written guidelines set out in the Medication Administration Policy.

Attend and participate in regular review procedures concerning Children and Young People and prepare written reports prior to the meeting.

To carry out appropriately and competently health procedures for which training has been received. Confidentiality is of the utmost importance and must be maintained at all times.

To promote and actively maintain the health and wellbeing of each child or young person in line in accordance with the Council's policies and procedures.

To maintain records and assist in implementing the Children's Homes Regulations 2015 and the quality standards.

KEY CORPORATE ACCOUNTABILITIES

To actively promote work life balance and flexible working in order to achieve high quality service delivery.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work etc 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 Section 17 of the duty of Crime and Disorder Act 1998 to prevent crime and disorder.

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

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

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- ✓ 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'.

PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable	Assessment Method
GCSE in English and Maths or equivalent (Grade 4 or above)	Essential	Application
Level 3 Diploma in Residential Childcare (or equivalent) or willingness to work towards*. *Qualification must be achieved within two years of commencing in post.	Essential	Application
KNOWLEDGE		
A knowledge of relevant children's legislation, including Children Act, the Children's Homes Regulations 2015, and Quality Standards	Essential	Application/ Interview
Demonstrable knowledge and understanding of the safeguarding policy and procedure	Desirable	Application
An understanding and awareness of the signs of any potential abuse and how to report concerns.	Desirable	Application
A knowledge and understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g., diabetes, peg feeding, epilepsy.	Desirable	Application/ Interview

EXPERIENCE	Essential or Desirable	Assessment Method
Demonstrable experience of being flexible around sudden changes that effect the running of the home for example staff sickness, parents unable to pick the children and young people up on time due to unforeseen circumstances, young person's behaviour etc.	Essential	Application/ Interview
Awareness of the Children Act 2004	Desirable	Application
Awareness and understanding of OFSTED	Desirable	Application
Demonstrable experience of working directly with young people with learning difficulties and some complex health needs, there may be times when this will include working directly with some challenging behaviour.	Desirable	Application
SKILLS		
Demonstrable ability to organise and manage appropriate activities for young people with learning difficulties and some complex health needs	Essential	Application/ Interview
Demonstrable ability 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 accurate recording of notes for children's stays.	Essential	Application/ Interview
Ability to accurately record information and provide reports, both written and electronic.	Essential	Application/ Interview
Good communication skills, both verbal and written	Essential	Application/ Interview
Ability to follow and promote all policies and procedures for Medway council and Parklands	Essential	Application/ Interview
Appropriately manage challenging behaviour, in accordance with the ethos and training.	Desirable	Application/ Interview
Demonstrable ability to lead and manage a shift.	Desirable	Application/ Interview

PERSONAL QUALITIES	Essential or Desirable	Assessment Method
Full Driving Licence	Essential	Application
Willingness to undertake minibus training and drive a minibus	Essential	Application
Ability to cope with and remain calm in very challenging and demanding situations	Essential	Application/ Interview
A positive and caring nature, positive attitude, and enthusiasm	Essential	Application/ Interview
Commitment to continuous professional development	Essential	Application
Ability to understand and observe the Council's Equal Opportunities Policy.	Essential	Application

ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder is ultimately responsible to the Registered Manager but on a day-to-day basis will be responsible to the Senior Residential Worker and/or the Deputy Manager.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

To work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will be expected to supervise the young people daily

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be expected to have contact with children and young people staying at the home, parents, social workers, school transport and schools.

FINANCIAL ACCOUNTABILITIES

To handle and process cash/documentation relating to small financial amounts (ie up to £250 per day) if required.

RESPONSIBILITY FOR PHYSICAL RESOURCES

The post holder will be required to take direct responsibility for any of the following or equivalent:

- (i) the handling and processing of manual or computerised information where care, accuracy, confidentiality, and security are important.
- (ii) expensive equipment e.g., a car or minibus.
- (iii) cleaning of buildings, external locations or equivalent.
- (iv) part-responsibility for security of buildings, external locations or equivalent.
- (v) day-to-day maintenance of equipment or premises.
- (vi) the personal possessions of others.
- (vii) ordering, or stock control of a limited range of supplies.
- (viii) provides general information, advice and guidance on established internal procedures in relation to any form of physical resource.

WORKING ENVIRONMENT

The post holder will be based in Parklands Short Breaks Home.

You will be expected to work various shifts on a flexible 4-week rota pattern including evenings, weekends, bank holidays and the occasional waking night to cover sickness and annual leave.

The shifts are as follows:

Early – 07.00am to 14.30pm

Late – 14.00pm to 21.30pm

Weekends – 07.00am to 21.30pm – you will only work one day on a weekend.

In adverse weather conditions staff are required to make every effort to get into work as the service operates all year round excluding the Christmas period.

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