

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Residential Worker
Grade	PS6	Reports to (role title)	Registered/Resource Manager
		Directorate / School	Children, Learning and Education
JE Band	192-227	Service / Department	Children's Resources Children's Residential Services
		Date Role Profile was created	01/11/2020

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs

Residential Workers provide supportive and safe care to the children and young people who are living in a children's home, or who are supported in the community by the home. They act as a positive, meaningful and reliable role model and contribute to the day to day care of the young people including household tasks such as cooking and cleaning. For some young people, residential workers will be undertaking some or all aspects of personal care. They will build meaningful and authentic relationships with the young people and will use restorative approaches to support all aspects of their work with young people and their families, including managing risk and vulnerability.

Residential Workers support young people to engage in education, helping with their homework, extra-curricular activities and need to be an active participant with their educational progress. They will need to respond to young people's behaviour with patience, calmness and an accepting restorative approach and be responsive and attuned rather than reactive and reactionary. They will support a young person to engage with a range of health and wellbeing resources. They will ensure children are able to be involved in their care and ensure that children have access to representation and complaints procedures; they will act as an advocate.

Residential workers are part of a wider network of professionals and family members supporting children and will need to navigate these complexities and work in accordance with the plans for children. They are at the front line of intervention with children and will be expected to keep records and write reports on the support they provide, and the outcomes delivered for children. They play a key role in helping children to stay safe and need to have a high level of awareness, curiosity and intuition about safeguarding issues, ensuring that all matters of concern are reported to a senior member of the team. They should be aware of the issues affecting the children in their care; depending on the purpose of the home they work in, they would need to have some understanding of needs in relation to disability, autism, ADHD, early neglect or trauma, contextual safeguarding and criminal exploitation, mental health and emotional wellbeing.

The working pattern includes shifts and working unsocial hours – weekends, evenings, bank holidays and sleep over or night shifts; residential workers will therefore need to be adaptable and flexible to meet these operational needs.

Work Context	<p>The young people we look after have significant vulnerabilities due to disability, mental ill-health or experience of significant trauma, and require a high level of compassion, empathy and resilience, combined with consistent patience and understanding. Due to their needs and experiences they can present distressing behaviours, including self-harm, physical outbursts, and risk-taking behaviour; we therefore have a responsibility to make them feel valued, safe and accepted for who they are. For you to be able to work at this level in a consistent and sustained way we place great value and importance on the support we provide our workforce.</p> <p>Our Shared Values:</p> <ul style="list-style-type: none"> • You will have great capacity to provide nurture, warmth and kindness • You will need to be intuitive, empathic and have a high level of emotional resilience • You will be committed to building relationships with the young people that bring about change and positive outcomes • High levels of personal, professional and moral integrity; be trustworthy and principled • Ability to reflect and make good use of supervision • Have a good sense of fun and bring a positive attitude and energy that contributes to a healthy working environment • You will need to use your personal authority with a high degree of emotional intelligence • You will need a tolerant, accepting and restorative attitude • Have commitment to being anti-discriminatory and anti-oppressive in your approach and be able to translate this attitude into practice.
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. <p>Case Management</p> <ul style="list-style-type: none"> • Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Functional Skills in English and Maths at level 2 or equivalent, i.e.GCSE A-C, 5 – 9 • Willingness and ability to complete an Apprenticeship as a Children, Young People and Families Practitioner, obtaining Level 3 Diploma for Residential Care within twenty-four months of commencing employment. Failure to do so will result in the termination of your employment, except in very exceptional circumstances • Commitment to regular supervision, engagement in career conversations and to undertake all relevant training to aid your personal and professional development <p>• An ability to evidence some understanding of the issues that may affect them young people , relevant to the type of children's home</p> <ul style="list-style-type: none"> • Ability to recognise and encourage all our children's individuality, promoting and integrating equality and diversity into your everyday practice. • Able to be comfortable with being playful and creative • An ability to remain calm and confident in a range of situations – no two days are ever the same • Able to safely and confidently transport children and young people • Able to actively contribute to team meetings, shift debriefs, supervision and performance conversations • At times there may be a need for physical interventions that will require a level of personal fitness • Able to take direction and guidance, be self-aware and reflect on your practice and decision making, as well as having a passion and commitment for working with children and young people – you do actually need to like children! • An enhanced DBS 'Disclosure and Barring Service' check for regulated activity • Due to the legal requirements set out by the Department for Education National Minimum Standards any applicant must be at least four years older than the oldest accommodated young person living in the home; therefore, the minimum age for application is twenty-two years. • Hold a Full UK Driving Licence • Have eligibility to work in the UK
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>
Reference Number	<p style="text-align: center;">BM-2022-033</p>