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| **Job Description** | |
| **Post title** | Residential Support Worker, Children’s Homes |
| **JE Reference No** | N11198 |
| **Grade** | Grade 5 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Children’s Social Care, Residential Services for Children in Care |
| **Reporting to** | Mentor within the Children’s Home as allocated by the Registered Manager |
| **Location** | Your normal place of work will be one of the Services Children’s Homes, but you may be required to work at any Council workplace within County Durham.  You will need to have a level of flexibility to work across all of the Children’s Homes responding to Service needs. |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is not eligible for flexitime, however the nature of shift patterns enables a level of flexibility |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

You will undertake an active role within the Children’s Home to support the Residential Team in caring and looking after the individual needs of the young people.

You will be expected to engage with the young people in a range of activities, building relationships and meeting their day-to-day needs. You will learn and develop the skills and knowledge to work as part of a multi-agency team to safeguard the young people.

You will be a positive role model for vulnerable young people supporting them within a Residential / Short break provision. You will support young people to have positive outcomes within their lives and aspirations for their future.

The Support Worker role is designed for post holders to develop knowledge, skills and build experience by working in our Children’s Homes, with support to prepare and develop for a Residential Worker level post.

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| **Duties and responsibilities** |

Listed below are the duties and responsibilities this role will be primarily responsible for:

* Provide support in achieving outcomes for young people e.g. education, health, leisure, life skills.
* Provide support to create and maintain a warm homely environment for the children and young people.
* Support in the homes routines and general household duties which will include shopping, laundry, meals, basic maintenance.
* Develop knowledge and understanding of the care plan and processes.
* Develop positive relationships with young people and the team.
* Play a supporting role in promoting family relations and friendships.
* To provide appropriate boundaries to young people to support them to manage their own behaviour.
* Develop an understanding of the key worker role by shadowing current practice.
* Undertake some administrative tasks and recording within the young person’s records.
* Develop an understanding of safeguarding concerns and risks, acting appropriately to escalate in accordance with agreed processes.
* To report to the line manager, or other appropriate person any concerns you may have relating to practice or issues relating to a young person’s wellbeing in the home.
* To work with individuals and groups of young people effectively and creatively in line with risk assessments in a planned and flexible way.
* Develop an understanding of the Children Homes Regulations 2015 and Quality Standards.
* Develop an understanding of the health and safety requirements within the home.
* Develop an understanding of the underpinning policies and procedures.
* To fully participate in supervision and appraisal in accordance with best practice guidance.
* To be sensitive to the needs of individual young people, taking account of race, culture, language, religion, gender, sexual orientation & age.
* To promote and adhere to the principles of equal opportunities and anti-discriminatory practice.
* Undertake mandatory training and have a commitment to continuous professional development.

### The post requires the worker to work on a rota including evenings and weekends and bank holidays, as devised by the relevant manager. This rota may involve sleeping-in duties. Staff are expected to be flexible to ensure that consistent care is provided, and the needs of each child are met.

**You will need to have a level of flexibility to work across all of the Children’s Homes responding to Service needs.**

**The Service operates a 24-hour service 365 days per year shift work and sleeping in duties.**

**All staff are responsible for the quality of their own work and support in the operation of the relevant parts of the quality systems. This will involve operating within the appropriate quality procedures to ensure that all users of services have their needs and expectations identified and fulfilled.**

**Support Workers are required to be fit and able to undertake DCC’s chosen physical intervention training at a frequency set out in their Development Plan.**

**In accordance with the terms of the Children’s Homes Regulations 2015, candidates must be a minimum of 22 years of age (this is a genuine occupational requirement).**

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Completion of Sector-Based Academy Programme * Willingness to work towards an apprenticeship Level 3 Diploma for Residential Childcare qualification | * G.C.S.E in English and Maths |
| Experience | * No experience required, interest in working with children and young people | * Previous experience of working with children and young people in a voluntary or professional capacity |
| Skills & Knowledge | * Able to be a positive role model for young people * Ability to sensitively deal with emotional distress * Ability to be resilient and work with challenging behaviours * Able to work within expected levels of confidentiality * Commitment to self-development * Basic computer skills |  |
| Personal Qualities | * A good team worker * Passion to make a difference to the lives of children and young people * Flexible in your approach to work to meet the requirements of shift patterns and service needs * To be fit and able to undertake DCC’s chosen Physical Intervention training at a frequency set out in your development plan |  |