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| **Job Description** | |
| **Post title** | Rapid Response Worker |
| **JE Reference No** | N10875 |
| **Grade** | Grade 9 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Children’s Social Care – First Contact & Specialist Countywide Services |
| **Reporting to** | The post holder will report to the Rapid Response Team Leader |
| **Location** | Your normal place of work will be 23 The Green, Nettlesworth, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **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** |

The purpose of the post is to:

# Provide a mental health crisis response and work flexibly with young people and their families/carers to prevent the admission of children and young people into hospital.

# Provide intensive interventions and support to families who meet the criteria of the service.

# Provide a flexible high standard of care to young people who need to spend time or stay overnight in the NEST in accordance with the policies and procedures of Durham County Council. This will include providing a service to young people and families when required which will include evenings and weekends.

# Intervene with families whose young people are at risk of repeat admissions, and provide mediation and a range of restorative interventions to encourage family network to ensure the safeguarding of children and young people and young person centred planning.

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| **Duties and responsibilities** |

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

* To provide a core offer and bespoke packages of support to all young people and their families/carers to prevent hospital admission.
* To care for children and young people looked after at the Nest residential establishment as required on an evening and weekends in partnership with EDT – Edge of care workers.
* To carry a small caseload of young people who present frequently experiencing a mental health crisis to CAMHS and deliver interventions to build and maintain relationships to reduce the number of children being admitted into hospital as a result.
* To maintain accurate records concerning the children/young person and their parents/carers, and to prepare and present reports to Conferences and Care Team Meetings.
* To lead on network meetings and to co-ordinate additional emergency support for young people who meet the criteria for the service.
* To work in partnership with the young person, their social worker, family, CAMHS and Rollercoaster and other helping agencies in order to ensure that their physical, emotional, social health and educational needs are met.
* To safeguard and promote individual young people’s welfare and rights, providing good quality care which is free from oppressive features.
* To understand and be familiar with the Children’s Homes Procedures and the Durham Safeguarding Children Partnership Procedures and implement them appropriately.
* To promote the development of a comfortable physical and emotional environment which is conducive to good childcare practice within The Nest - residential establishment.
* To actively contribute to the ongoing development of the Rapid Response Service.
* To participate in team meetings, supervision sessions and training where appropriate.
* To work as a member of the team and communicate effectively with colleagues.
* To support the Team Leader and Manager in providing safe service delivery including assessment and management of risk.
* To ensure that conditions of work and the environment comply with Health and safety legislation.

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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.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **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 the Strategic Manager or Head of Children’s Social Care.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Level 3 Health and Social Care qualification or equivalent | * Degree in social work or equivalent relevant qualification e.g. teaching, nursing, youth work |
| Experience | * Significant recent experience (i.e. within the last 12 months) of direct work with young people and their families. * Working constructively and co-operatively with colleagues and other agencies to meet service objectives. | * Range of Social Care Services provided to children, young people and their families. * Residential childcare * Delivering mediation/restorative interventions * Delivering a range of group work |
| Skills and  Knowledge | * Knowledge and understanding of child and adolescent development and in particular issues related to promoting the welfare of and protection of children and young people * Knowledge of research on children in need, including child protection issues * Knowledge of legislation and standards relevant to the post, e.g. Children Act 1989, Mental Health Act * Knowledge of Government initiatives relevant to this area of work. * Knowledge of Children’s Rights legislation, including the UN Convention on the Rights of the Child | * Knowledge of the role of Edge of Care/Residential Care * Knowledge of procedural framework * Children’s Home Regulations including quality Standards * Understanding of the processes of managing change * Up to date knowledge of relevant Children’s legislation, Green Papers, regulations and guidance, particularly in relation to services for children in need * Understanding of “Best Value” * Understanding of performance management * Understanding of managing change |
| Personal Qualities | * Commitment to achieving positive outcomes and promoting the welfare and safety of children and young people * Commitment to maintaining children within their own families and community of origin. * Enthusiastic and innovative approach to work * Work well under pressure * Integrating evidence-based practice in all areas of work. * Commitment to creating an environment that promotes equality and diversity * Commitment to working with children, young people, their carers and families in an empowering and non-judgemental way * Commitment to anti-discriminatory practice. * Caring and non-judgemental. * Physical and mentally resilient * Good team worker * Reliable/dependable * Able to work intensively * Prepared to undergo and show a commitment to future training and development * Flexible approach to work. * Flexibility in working arrangements * To be able to work shifts, including weekends * To accommodate changes in work patterns at short notice |  |