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| **Job Description** |
| **Post title** | Residential Worker |
| **JE Reference No** | A4960 |
| **Grade** | Grade 7 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Early Help, Inclusion & Vulnerable Children – Secure Services |
| **Reporting to** | The post-holder will report to the Registered Manager of the Children’s Home / Secure Unit and the Management Team.  |
| **Location** | Your normal place of work will be Aycliffe Secure Centre, 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 not 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** |

As a Residential Worker you will become an integral part of an inspirational team providing outstanding support to young people within a residential setting. This includes practical, emotional, and social support to bring about improved life chances.

The successful candidate will be able to provide robust support to our young people to promote normal development, encourage healthy lifestyle practices and reduce engagement in risk taking activities.

This is a rewarding role but can be challenging, it requires sensitivity, compassion and above all patience.

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| **Duties and responsibilities** |

* To act as a ‘keyworker’ for young people
* To recognise and promote the rights of young people as recognised in legislative and practice guidance
* To role model socially desired behaviours
* To engage, stimulate and appropriately challenge
* To safeguard
* To provide consistency and stability
* To provide and manage boundaries
* To provide advocacy and act with sensitivity
* To administer medication
* To maintain effective records and undertake site risk assessments
* To write reports, risk assessments and care planning documentation with the use of IT skills
* To provide stimulating educational and physical activities
* Apply a trauma informed approach to practice
* Possess knowledge of the standards within Children’s Homes Regulations 2015
* Work within all DCC policies and procedures.
* Undertake any other job-related duties as assigned by your manager

You will work an average of 37 hours per week in a designated shift pattern between 7am - 11pm, there is also a requirement to work bank holidays and weekends as well as sleep-in duties.

**Skills**

**Communication**

To work with young people, their families and placing authorities, effective verbal communication skills are essential to ensure information is shared seamlessly. You will also be required to compile notes and prepare summary reports so written communication skills are just as important here.

**Teamwork**

The ability to work effectively as part of a team is of paramount importance within Aycliffe. Sharing information and ideas with colleagues in a timely and considered manner as well as developing positive links with external agencies will contribute to positive outcomes for our young people.

**Calm under pressure**

When working with young people with complex needs, the ability to remain calm and manage challenging situations is imperative. You will be required to multitask to meet the needs of the young people in your care so the ability to prioritise, make decisions quickly and adjust your activities at short notice will be required.

**Enthusiasm**

The intrinsic commitment to work with young people and want to make a difference is non-negotiable. An ability to build rapport quickly and work compassionately with our young people will provide a solid footing for positive change.

**Our Culture**

We make every effort to deliver the best possible standards of care to our young people and recognise the need to continually support and develop our workforce. We will provide robust guidance including reflective case supervision and support to make effective decisions, we will also provide access to training and make a firm commitment to facilitate your continuous professional development.

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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 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 your manager.*

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| **Person specification** |
|  | **Essential** | **Desirable** |
| **Qualifications** | * All candidates must hold **or attain** a **Level 3 Diploma** in Childcare (or equivalent) within 18 months of commencement of employment to meet regulatory requirements.
 | * Educational attainment at or **equivalent** to **Level 2** (Equivalency could include 4 GCSE’s at grade C and above or grade 4 and above, CSE grade 1, O level grades A, B or C, functional skills level 2, NVQ level 2)
* Relevant social work qualification, e.g. CQSW, CSS, DipSW., Social Work Degree NVQ/Diploma Level 3 in Child Care
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| **Experience** | * Working with young people or young adults in a voluntary or professional setting
* Working with challenging behaviour in a voluntary or professional setting
 | * Working in a residential setting.
* Engaging individuals/young people in specific leisure activities and / or hobbies.
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| **Skills & Knowledge** | * Excellent verbal and non-verbal communication
* Ability to write reports
* Active listening
* Attention to detail
* Ability to follow procedures
* Rapport building
* Emotional intelligence
* Calmness under pressure
* Ability to manage physically challenging behaviour
 | * Knowledge and understanding of relevant child protection issues and procedures.
* Knowledge and understanding of Children’s Rights.
* Knowledge and understanding of care planning process and procedures.
* Basic understanding of child development; physical, emotional, intellectual, social & educational
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| **Behaviours** | * Team player
* Work confidently under own initiate
* Able to work well under pressure
* Patience
* Sensitivity and discretion
* Emotionally resilient
* Ability to work flexibly including sleep-in duties, evenings, and weekends
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