

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Residential Worker
Grade	PS6	Reports to (role title)	Service Manager or Team Manager
		Directorate	Children's Services
JE Band	192-227	Service	
		Team	
		Date Role Profile was created	Sep-16

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	<p>To work in a team to provide day-to-day care for young people living in a Children's Home. This is whilst working with the wider system of professionals and with families in order to understand a young person's life experience and respond and act in ways that maximise a young person's opportunities and potential.</p> <p>The role holder will act as a role model and work directly with our young people providing the best possible quality of personalised care that meets each child's needs and promotes their welfare.</p> <p>Through the process of building meaningful relationships with them, the role holder will be part of a team that provides warmth, nurture and care for some of our most vulnerable children. Residential Workers will contribute to developing and maintaining a stimulating and nurturing environment, where the young people feel cared for, happy, healthy and safe from harm.</p>
Work Context	The young people we look after have experienced significant trauma, which requires high levels of compassion, empathy, resilience and understanding. Due to this trauma, they can present challenging behaviour, including self harm, physical outbursts, and risk taking behaviour, where we have a responsibility to make them feel safe and cared for. All staff are integral to the running of the home and contribute to team meetings, shift debriefs, supervision and appraisal, whilst also, with support, leading shifts.
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<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.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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"> • Must achieve the Level 3 Diploma in Children and Young People Workforce Diploma Social Care Pathway, or equivalent within 2 years of being appointed. • Knowledge and experience of working directly with children and young people. • Awareness of Children's Homes Regulations, Quality Standards and relevant Health and Safety Legislation, and of the roles and responsibilities of practitioners working in a child care environment. • Practice and ability to respond to conflict or other incidents involving our young people within Surrey's restorative framework. • Ability to engage in a variety of activities to develop and sustain appropriate relationships with young people. • Ability and preparedness to recognise and deal appropriately with conflict, and to receive and give constructive feedback. • Committed to an anti-discriminatory and anti-oppressive approach to the work and able to translate this attitude into practice. • Ability to work under pressure and to cope with stress. • Prepared to be flexible and available to work unsocial hours, including public holidays.
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>