

**Job Description**

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| **Department** | **CHILDREN’S SERVICES** |
| **Job Title** | Residential Support Worker |
| **Grade** | Grade F SCP 17 plus & % enhancement |
| **Primary Purpose of Job** | To work as a member of a team within the residential establishment and wider service offering a range of appropriate services to service users and their families including comprehensive outreach work. A key part of this role is to protect children and young people from abuse. |
| **Reporting To** | Registered Manager |
| **Direct Staffing Reports** | To be a part of a team offering a comprehensive residential/outreach service to children and young people, the aim being to ensure the physical, social and emotional care and development of the young people and the establishment |

**Main Duties**

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| **1** | To provide for the practical and personal needs of service users on a day-to-day basis and in partnership with families. |
| **2** | Provide a positive role model and act as key worker identified children and young people, presenting yourself in a highly professional manner |
| **3** | Provide a positive role model and act as key worker identified children and young people, presenting yourself in a highly professional manner |
| **4** | To work flexibly and liaise closely with other professionals in developing programmes of intervention with children and their families and contribute to reviewing these as appropriate. |
| **5** | To work creatively and flexibly with young people and their families to achieve the best possible outcomes for each young person in care recognising they all have their own individual needs/circumstances. |
| **6** | To carry out duties in line with the Council’s policies and procedures, Quality Standards and Children’s Homes Regulations. |
| **7** | Participate in and complete reports for statutory reviews and meetings concerning the young people and to attend any child related meetings as appropriate and act as advocate for the child where necessary. |
| **8** | To be responsible for and administer medication to children and young people in the home in accordance with Departmental Policy and Procedures. |
| **9** | To stimulate development and learning skills through play, social interactions and encouragement of children and young people to make informed choices. |
| **10** | Provide and participate in leisure activities in line with the care and placement plans of the young people. |
| **11** | To adhere to the Department’s Policy on Confidentiality |
| **12** | Awareness and responsibility for the health and safety of the home: for self, young people, colleagues, and visitors. |
| **13** | The ability to deal with difficult situations and make appropriate decisions in line with the policies and procedures of the home. Assist young people to recognise behaviours and vulnerabilities and to develop strategies to manage, change and bring about positive outcomes. |
| **14** | Support young people with project and group work. |
| **15** | Assist young people in developing essential life skills and to prepare for independence. |
| **16** | Undertake mandatory training programmes as required by the Quality Standards and to participate in all in house training; to share and cascade information and knowledge from any additional courses attended |
| **17** | Attend and participate in supervision and staff meetings as required in the Quality Standards. |
| **18** | Liaise and work effectively with colleagues, other agencies, and service users’ families in the interests of service users. |
| **19** | Undertake specific administrative and financial duties as required. |
| **20** | Mentoring of colleagues through the induction process. |

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| **Date Job Description prepared/updated:** | **January 2024** |
| **Job Description prepared by:** | **Donna Jordan**  |

**Person Specification**

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| **Department** | **CHILDREN’S SERVICES** |
| **Job Title** | **Residential Support Worker** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:**  | **Method of Assessment** |
| **1.** | Skills and Knowledge |
| 1. | A knowledge and understanding of the range of needs which a child looked after, or their families may have and an understanding of their basic care needs. | Application/Interview |
| 2. | Demonstrate effective communication skills in order to present information both verbally and in writing to a variety of audiences. | Application/Interview |
| 3. | Ability to work as part of a team and under own supervision using initiative | Application/Interview |
| 4. | Demonstrate effective organisational skills, with the ability to plan, develop and prioritise work in order to meet deadlines and changes in priority. | Interview |
| 5. | Demonstrate effective organisational skills, with the ability to plan, develop and prioritise work in order to meet deadlines and changes in priority. | Interview |
| 6. | Ability to develop an insight into the background circumstances of the young people and demonstrate empathy | Interview |
| 7. | Ability to work within the parameters set by national legislation, local standards and guidance. | Interview |
| 8. | Ability to accurately record information and provide reports to a high standard as required | Application |
| 9. | Ability to interpret and follow written guidance about the day-to-day work and present self in an assertive manner where appropriate | Application |
| 10. | Ability to work within the parameters set by national legislation, local standards and guidance. | Interview |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Previous experience of working (in a paid or voluntary capacity) with young people | Application Form/Interview |
| 2. | An understanding of the ‘care planning process’ and of working with care plans for the benefit of looked after children | /Interview |
| 3. | Relevant NVQ Level 3/Level 3 Diploma or equivalent (\*) /or the ability to achieve an NVQ Level 3 in Residential Child Care within 24 months. (\*Health & Social Care, Children & Young People, Diploma in Social Work) | Application Form/ Interview/Certificate |
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| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods.  | Interview  |
| 5. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| **2. Experience/Qualifications/Training etc** |
| 1. | Degree in Social Work | Interview |

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| **Date Person Specification prepared/updated** | **January 2024** |
| **Person Specification prepared by** | **Donna Jordan** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





