

Residential and Edge of Care Hub Worker

Role



TRAFFORD
COUNCIL

Service: Children's Services - Hub

Grade: Band 6

Reporting to: Registered Manager

Responsible for: No Direct Reports

We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

A day in the life

A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of a quality hub.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

No Wrong Door is an integrated service for adolescents with complex needs that brings together a team of specialists working together through a shared practice framework. The No Wrong Door model centres around a Hub with residential options, designed to provide intensive short term interventions for young people to prevent entry into care, escalation to long term care, prevent placement breakdown, or facilitate placement step downs. The model employs staffing and support from foster carers, social care, education, police, housing and health professionals.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

The post holder will support young people through the hub's 'Core Offer.' The post holder will provide all aspects of care needs and interventions, in line with the young people's Core Assessments and Care Plans, and develop effective action plans with a focus on reducing risks and building on strengths. Key working is integral to the post; working 'with' young people to develop their resilience and life skills to enable them to successfully manage the transition to independence. Key characteristic requirements of this post are: flexibility, commitment, building effective relationships, resilience, persistence and the ability to progress plans. The post requires an enhanced DBS.

The core purpose of this job is to proactively provide the support and interventions families and young people need so that they can achieve the best possible outcomes in life. The post holder will be responsible for the direct day-to-day care of young people within a residential home accompanied by other supportive tasks and duties. Additionally, the post holder will also provide support to young people on the edge of care, accommodated in hub placements, and care leavers (including post 18) playing a key role providing a range of interventions to prevent children entering care. The post holder will work within a defined culture and intervention practice model and will adopt a solution focussed and restorative approach.

Key duties

- Support young people in all areas of their lives including physical/mental health, forming relationships, developing life skills, keeping safe, education/training/employment and accessing appropriate housing
- Understand the principles of child development and support development through promoting a healthy lifestyle, providing a variety of appropriate stimulating activities and being a consistent and caring adult role model
- Understand the impact of trauma, neglect and early adversity on adolescents
- Be sensitive to the needs of the individual young people regarding race, culture, language, religion, gender, sexuality and culture-specific events
- Develop effective key working relationships with young people and maintain relationship throughout key transition points and post 18 if required
- Share in the practical activities necessary to maintain a warm, welcoming and safe environment
- Participate in assessing risks and producing action plans in relation to challenging behaviour, safeguarding and general health and safety using a risk managed (not risk averse) approach
- Provide for young people's physical needs as necessary—for example by cooking, washing, ironing, shopping, budgeting, making appointments—and equip them with the skills they'll need to be able to carry out such tasks themselves
- Deliver support to young people and families across all hub placements and services – i.e. activities, residentials, edge of care, hub accommodation placements, bespoke arrangements and after care services/placements
- Demonstrate a flexible, persistent and resilient approach to working with and supporting young people with complex and challenging behaviours utilising Therapeutic Crisis Intervention and Restorative Practice principles
- Ensure young people are kept informed of their circumstances and rights and promote young people taking an active role in planning their lives
- Actively promote the development of an integrated culture and intervention practice model across hub areas
- Ensure links between service areas are developed and maintained and work collaboratively with a range of professionals to provide an efficient service

- Contribute to and participate in case progress meetings, statutory reviews and all other meetings as required and assist in the formation and implementation of care plans and action plans that meet individual need
- Support the process of transition in a timely way by helping young people achieve and promoting their attainment of life skills
- Proactively support young people to return to their families, where appropriate
- Adopt a solution focussed approach to working with young people and families in order to help them rebuild relationships, increase their achievements, reduce their risks and build on their strengths
- Promote, participate in and lead Community Meetings
- Produce accurate, informative and timely written and IT-based records
- Support the effective induction of new and sessional staff and help develop and promote a learning culture within the organisation
- Regularly reflect on practice (both your own and general operating practices) and take full advantage of professional supervision and appraisals in line with the Restorative Matrix for Recruitment, Supervision and Appraisal
- Fulfil commitments when trained as a trainer in specialist skills, e.g. Therapeutic Crisis Intervention and Restorative Practice
- Develop specialised knowledge and skills and then act as a 'champion' to drive forward good practice and share your expertise with others across the team.
- Develop and utilise effective communication skills
- Develop and maintain effective working relationships with colleagues, managers, partners and stakeholders
- Give young people the opportunity to participate in decisions affecting them, as appropriate to their age and ability, and take their wishes and feelings into account
- To foster an ethos of inclusiveness and desire to work in partnership with parents/carers when planning packages of support and intervention.
- To deliver a flexible, responsive out of hours service of planned work to meet the needs of families
- To follow Child Protection procedures, in consultation with managers and to liaise with other agencies as appropriate.
- To participate in planning meetings and child protection case conferences as required
- To participate in training and development as required
- To undertake Sleeping- In duties

- To undertake any other appropriate duties commensurate with the grade of the post as directed by the Hub Management structure as necessary in the interest of the service

You Have

- NVQ 3 Caring for Children and Young People
- Hold or have commitment to gain QCF Level 3 Diploma Health and Social Care
- 1-2 years experience of working with young people aged 11-18 and their families
- Experience and resilience in working with young people with complex and challenging behaviours
- Experience of working with established systems and procedures to ensure secure and accurate recording of information
- Good communication, interpersonal and advocacy skills
- Risk management and assessment skills
- Time management skills
- Ability to work flexibly
- Team working skills
- Numeracy and literacy skills
- Inter-agency collaboration skills
- IT skills to effectively use systems for practice
- Effective recording/report writing skills
- Problem solving skills and the ability to find innovative solutions
- Willingness to undertake appropriate training
- Experience of direct work with families and children

Your strengths

- Competent ICT and numeracy skills
- Excellent written and verbal communication skills including report writing
- Research, data collection and benchmarking
- Analytical skills
- Caring and empathic
- Effective organisational and planning skills
- Collaborative working
- Highly skilled in forming and maintaining relationships with young people
- Excellent role model for children and young people

<ul style="list-style-type: none"> • Experience of multi-agency working. • Good understanding of Child Protection and the processes involved • Good working knowledge of the intervention strategies/programmes that can be used to support vulnerable children, young people and families • Good understanding of key childcare legislation, regulations, guidance and assessment frameworks • Knowledge of services available in the community for children and young people. • Current full driving license • Enhanced DBS clearance. 	
---	--

Date prepared/revised: April 2019

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.