

## JOB DESCRIPTION

### SENIOR RESIDENTIAL CARE WORKER

<b>Job Title</b>	Senior Residential Care Worker
<b>Responsible to</b>	Team Manager
<b>Key Internal Contacts</b>	Other Staff within the care team Staff in other departments within the Centre Staff in other Centres in the Region Central Office Staff
<b>Key External Contacts</b>	Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

### JOB PURPOSE

To provide quality care for a group of vulnerable young people (boys and girls aged 7-17 years) with emotional & behavioural difficulties within an Ofsted registered residential home and an Ofsted registered school at another Outcomes First Group site.

### KEY TASK AREAS AND RESPONSIBILITIES

- Working under the direction of the Team Manager actively contribute to the provision of quality care, within which the health, welfare, education and development of young people is promoted and to promote a coherent ethos of care consistent with the overall culture of the company and the Home's statement of purpose.
- To contribute towards the maintenance of a positive, safe and homely environment, including the promotion of a warm and accepting atmosphere, where the safety and care of young people is paramount. Working with the Team Manager to ensure proper and appropriate nurturing for all young people with particular attention to the provision of primary care in matters of food, health. Clothing and environment.
- In conjunction with the Team Manager work proactively with and direct the team within the daily routine and agreed structures of the house, to include for example day to day parenting responsibilities, undertaking daily household responsibilities such as domestic chores, cooking, shopping, taking young people to appointments/meetings, planning out the day and participation in activities with the young people and supporting in homework etc.
- To work with the staff team to build positive and appropriate working relationships with the young people, ensuring adherence to boundaries and consistency of care practice.
- To work in partnership with parents, social workers, agencies and other professionals linked to the young person's care plan to effectively fulfil the responsibility of parenting the young people, ensuring the maintenance of family contact where appropriate.
- As directed by the Team Manager, undertake keyworker responsibility for individual young people in the house focusing on the specific needs identified in the care plan. Contribute to the writing of the care plan, implementing and monitoring progress.
- To follow and act in accordance with all relevant aspects of legislation, regulation, and the company's Policies and Procedures. Ensure own understanding of how such issues are interpreted and followed in practice, keeping up to date with changes.

- To work collectively with team members and advise on using effective care practice, de-escalating and diversionary strategies and recognised techniques to manage young people who exhibit challenging, threatening and confrontational behaviour. Consistently act in accordance with company Behaviour Management policy and ensure appropriate recording of incidents.
- Working in conjunction with team members ensure the creation and maintenance of a culture, which shows in practice and knowledge an understanding of the differing cultural, racial and religious needs of young people. Work constructively to enhance the positive value of working with difference to challenge attitudes and practice, which are inappropriate or unacceptable within the ethos of the house.
- To work effectively with and advise on complex cases and situations, including key work, successfully integrating theory and practice.
- To assume responsibility for the operation of the unit/home when acting as shift leader. Take the lead in decision making, ensure paperwork is completed to the required standards, and ensure effective handovers take place between the home and school and at the beginning and end of each shift.
- To provide formal supervision to individual members of staff as directed by the Team Manager, in line with company policy and National Minimum standards.
- Undertake appropriate training, including induction workbook and refresher training in specified areas as identified by the Home Manager and/or Team Manager. The Children's Home regulatory standards require all residential care staff to be qualified. In order to meet these, Hillcrest will sponsor you to undertake the Level 3 Diploma in Residential Childcare when you successfully pass your probationary period. It is a condition of your employment that you undertake and satisfactorily complete the level 3 Diploma in Residential Childcare within two years of your start date. **The Level 3 Diploma is a requirement of the role**, if you fail to achieve the Diploma, do not complete it within the prescribed timescale, refuse to undertake it or are withdrawn from the Diploma, it will prevent you from continuing in this employment.
- Attend training on "off shift" as and when the need requires.
- To fully abide by and follow all the company's Health and Safety policies and procedures to ensure safe and effective working practices for the staff, young people and people visiting the house.
- Take responsibility for a designated area of work, or practice development as directed by the Team Manager.
- In conjunction with the Home Manager and team, develop a positive public profile of the service ensuring good communication, relationships and that staff represent the service in a professional way.
- To carry out any other appropriate duties as directed by the Home Manager, Deputy Home Manager or Team Manager.

**PERSON SPECIFICATION**  
**SENIOR RESIDENTIAL CARE WORKER**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience with young people either paid or voluntary	✓	
Experience of working with young people in a residential care setting	✓	
Experience of working with young people with emotional and behavioural difficulties	✓	
Experience of management and supervision of staff	✓	
<b>Skills, Knowledge and Aptitudes</b>		
Working knowledge of childcare and child development developed through working directly with young people	✓	
An understanding of current childcare legislation	✓	
An understanding of the principles of the Five Outcomes	✓	
An awareness of group dynamics	✓	
An understanding of the social, emotional, educational, cultural, religious and recreational needs of young people	✓	
Able to engage appropriately with young people and develop rapport	✓	
Able to recognise and deal with conflict and challenging behaviours and situations with young people	✓	
Able to effectively use a range of strategies in dealing with confrontational or challenging behaviour from young people including de-escalating and approved hold techniques	✓	
Able to engage in a variety of activities to develop and sustain appropriate relationships with young people	✓	
Ability to manage personal and professional boundaries maintaining appropriate relationships with staff and young people	✓	
Ability to understand and work effectively with complex cases	✓	
Good communication skills (written and verbal). The position involves being able to write logs, reports, daily records etc	✓	
Able to form and sustain positive and professional working relationships	✓	
Able and willing to undertake all tasks associated with parenting a young person	✓	
Ability to assume responsibility for the operation of the home as required	✓	
Ability to provide formal supervision and manage staff performance as required	✓	

- Ability to understand the differing dynamics and distinguish between the differing needs of the individual and the group ✓
- Ability to cope with the pressures of a residential care setting ✓
- Committed to anti-discriminatory practice and anti-oppressive approach and able to translate this attitude into practice ✓
- Commitment to personally undertake further training and development ✓

**Qualifications and Training**

- Level 3 Diploma in Residential Childcare or equivalent ✓

**Other**

- Hold a full UK Driving Licence ✓
- Able to meet the requirements of the rota ✓

**This position involves occasionally travelling to various locations to take young people to appointments, training etc. It is therefore expected that you can fulfil this requirement.**