



Role Profile

Job Title: Residential Support Worker

Post Number: 114357

Grade: Scale 5

Department: Early Intervention and Special Needs Education Services

Section: Westbrook Short Breaks Unit

Reports to: Assistant Team Managers and Registered Unit Manager

PURPOSE OF ROLE:

- To work a shift rostered rota that reflects the needs of the service, or as required by the Unit manager. To assist in the day to day running of the Unit, to provide a comprehensive range of services to children and young people with physical or learning disabilities and their families / carers with aim to offer and maximise life opportunities and experiences.
 - To follow practices that comply with policies and procedures set by the Department and Unit, including standards and requirements set by the Children Act 1989, Care Standards Act 2000, National Minimum Standards and Children's Homes Regulations 2015.
 - To work as part of a team to provide a high standard of care that meets the needs of children and young people being Looked After or being provided short breaks services. To work within a framework which safeguards and promotes their well-being.
 - To follow an assessment framework that encompasses implementation of a care planning and risk assessment structure, which will consider all the physical, psychological, emotional, health, behavioural and independent or dependent needs of children and young people with a disability.
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KEY ACCOUNTABILITIES

1. To ensure that the Department's Child Protection procedures are actively implemented within every aspect of working practice. To liaise with relevant teams, passing on essential information. The ability to observe and analyse the risks of harm or categories of abuse once adequate training has been offered. To respond appropriately to situations with the main consideration being the safeguarding and protection of children and young people.
2. To demonstrate knowledge, skills, and abilities in running a shift effectively, therefore ensuring the needs of all children and young people are being met, and the effective running of the unit is taking place. To contribute, as part of a team to the creation and maintenance of a secure and caring environment which is beneficial to the overall needs of children / young people, and which promotes their welfare with particular regard to vulnerable groups. To ensure that the care approach offered is holistic to their need and preferences, taking into consideration the individuals' race, religion, culture, sex, disability, and linguistic background.
3. To contribute to a comprehensive community-based outreach service to work alongside field workers and other social work teams to facilitate the speedy re-integration of the child or young person into their family, alternative residential facility or alternative family or independent living.
4. To work as a resource worker, sharing knowledge and skills, within the family home or in the Community implementing strategies and empowering others to provide a consistent approach alongside other professionals.
5. To contribute to processes by which the views of children and young people and their parents or carers can be obtained and can be taken into account.
6. To actively record and respond to complaints / representations with an aim to develop service delivery and achieve positive outcomes and resolutions.
7. To record observations, incidents and opinions about children and young people in an accurate and concise manner.
8. To provide opportunity and support to young people with disabilities to access and participate in activities enjoyed by all children and young people.
9. This role can be physically challenging. Therefore, requirements of your role will involve directly working with children and young people that will require the following support: moving and handling techniques, personal care, physical intervention (CALMS) techniques, supporting with physically challenging behaviours and specific health procedures that are described as invasive.
10. To assist in ensuring the maintenance and security of the building and equipment and reporting repairs. This includes responsibilities under Health and Safety policies/

protocols which must be adhered to with the sole aim being to protect staff and users of the service.

11. The ability to actively promote individuals' rights, obtain and document views with the sole aim towards a child-centred and holistic approach to their care.
12. The ability to remain calm, reasoned and make rational and safe decisions in challenging circumstances.
13. Ability to utilise a range of techniques to communicate with children and Young people given the complex needs of their disabilities.
14. The ability to utilise keen observational skills.
15. To engage, interest and stimulate children / young people by offering activities that enhance life experiences.
16. To safeguard and promote the welfare of children, young people and vulnerable adults and it is expected that all staff and volunteers to share this commitment.

Corporate

1. To work effectively as part of the Council's Children's Adults & Housing team, delivering corporate objectives through the work of the department.
2. To work as part of multi-disciplinary project teams to break down departmental barriers and ensure the delivery of transformational projects.
3. To co-operate with Departmental or Ofsted Inspections. To actively participate in the successful implementation of Unit Plans and Key Tasks.
4. To contribute to the development of good employee relations within the unit, as well as practising the Departments Code of Conduct for employees.
5. Ability to work in a flexible manner to meet need and identify gaps in service provision for children and young people with a learning or physical disability.
6. Ability to work effectively as a member of a team, to contribute to staff meetings, challenge working practices constructively and respect fellow colleagues' views and opinions.
7. To work within the Department's Whistleblowing Policy.
8. Potential to develop skills with a focus to improve on service delivery and adapt to the changing needs of service users.

9. To use supervision in a positive and constructive way, adopting a commitment in developing performance through the appraisal scheme and undergoing any training needs identified.
10. Work positively with colleagues in the team and across the organisation to ensure consistent good practice.
11. To commit to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.
12. To have a strong commitment to achieving equality of opportunities, expecting all employees to implement and promote this in their own work.

Functional

1. To manage a caseload which will require key working responsibilities. This will mean actively devising, implementing, and reviewing detailed care plans, completing risk assessments using the unit's format for assessing and gathering information for all children and young people receiving a service, as well as following agreed programmed work. To work in partnership with the child / young person, their parents / carers, and other relevant professionals, ensuring that a consistent care planning approach is achieved.
2. As a key worker you will ensure that the introduction and transition process for a child or young person is a positive one working within statutory time scales, as well as ensuring any change to the package of care is actively supported.
3. As a key worker you will ensure that life story work is a focus during the young person's time in care or receiving a service, therefore ensuring that any transition or change to care is carried out sensitively and in the child's / young person's best interests.
4. To attend statutory case reviews, planning meetings, child protection meetings, case conferences and any other relevant meetings. To submit various reports which fit the purpose of a meeting, and to represent the service by giving clear, concise, and accurate information.
5. To maintain positive relationships between the unit and community, ensuring that the Unit is an integral part of the community.
6. To contribute to the review and development of policies, practices, and services in accordance with changes in legislation and community needs with particular reference to vulnerable groups.
7. To account for any monies or financial responsibilities that may be delegated.
8. To safeguard and promote the welfare of children, young people and vulnerable adults and it is expected that all staff and volunteers to share this commitment.

9. To maintain the privacy of all its staff and customers. It is expected that all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.
10. To commit to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.
11. To have a strong commitment to achieving equality of opportunity and expects all employees to implement and promote this in their own work.
12. Due to the nature of the Service, this role involves working a combination early shifts, late shifts and alternative weekend shifts.

These are the values that drive us:

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

The top 5 things about you that are most important:

- Knowledge in understanding the care and developmental needs of children and young people with learning or physical disabilities, emotional and behavioural difficulties and sensory impairment needs.
- Ability to undertake responsibility for ensuring departmental policies and statutory regulations are observed. To work within the Department's safeguarding policy with the sole aim that the safeguarding and protection of children and young people are paramount.
- The ability to record, report and disseminate significant information to the relevant professionals within the department to ensure the safeguarding and well-being of the children and young people in our care. Ability to write clear and concise reports and communicate effectively with colleagues, parents, and other professionals.
- Ability to undertake key working responsibilities and have knowledge in devising, implementing & reviewing care plans / training programmes, evidencing outcomes, completing risk assessments with particular regard to young people's skills and abilities with a focus to maximise life opportunities.
- At all times respect the confidentiality and the dignity of others.

Qualifications:

1. Experience of working with children and young people in a residential setting, childcare setting, and teaching or youth work capacity.
2. Part 7 of the Immigration Act 2016 contains a duty on public authorities (known as the Fluency Duty) to ensure that employees working in a public facing role speak a level of English which is sufficient to enable them to effectively carry out their role.
3. NVQ Level 3 in Social Care with Children (As of April 2012 Workforce Diploma Level 3 in Residential Child care) or equivalent is essential for this post, therefore, you will be required to hold this qualification on appointment or be committed to working towards achieving this qualification within 12 months of commencement in post.
4. An enhanced DBS is required for this role.