

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Children Families and Education

DIVISION: Early Help and Childrens Social Care

JOB TITLE: **Residential/Snr Residential Care Worker**

ROLE PROFILE

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| Job Title: | Residential/Snr Residential Care Worker |
| Department: | Children Families and Education |
| Division: | Early Help and Childrens Social Care |
| Grade: | Grade 5 |
| Hours (per week): | 36 (shift pattern) |
| Reports to: | Shift manager |
| Responsible for: | Link worker to families and children, duties around the home, working as part of the team and other professionals. Seniors will have additional responsibility for running the shift in the absence of a shift manager, responding to emergencies and delegating tasks |
| Role Purpose and Role Dimensions: | To undertake direct work with service users, their families, carers and relevant professionals. |
| Commitment to Diversity: | The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination. |
| Key External Contacts: | Families and Carers, contractors and suppliers, colleagues in the professional network and schools |
| Key Internal Contacts: | The Homes Line Management, Emergency Duty Team and the Social Care Teams. |
| Financial Dimensions: | Safe handling of Petty Cash and goods inward on a shift basis Delegated responsibility for minor expenditure |
| Key Areas for Decision Making: | Childcare decision-making on an individual basis, relating to the care needs of the child. Link worker responsibility to the child and their family/carers as determined by the care plan and in consultation with the shift manager/line manager. |

Direct work with children
Health and Safety
Risk Assessment
Customer contact

Seniors will be expected to lead the shift in the absence of the shift manager

Other Considerations:

Shift Work including weekends, unsociable hours and sleeping in. Bank Holidays on a rota basis.
Full driving Licence desirable; a willingness to transport service users in council vehicles.
Competent use of IT systems.

Residential Care Workers will need to achieve Diploma level 3 for children and young people within 2 years of employment.

Senior Residential Childcare Workers will be required to hold an NVQ 3 or Diploma Level 3 for Children and Young People. There will be an interview to assess competency before progression to a senior post.

An awareness of the complex needs of Calleydown's service users.
A strict adherence to standards of discretion and confidentiality re the home and service operations

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

**enter the overall competence or result area;
e.g. maintaining, monitoring and reviewing a
budget for the division**

Key Elements:

This will involve:

Link worker Responsibility to
Children and Families
Personal Care and Safety
Diet
Social Presentation
Health
Identity
Equalities
Emotional, Personal and
Behavioural Development
Family and Social Relationships
Race Culture and Religious
affiliation
Recreation

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity*

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, and use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc., as appropriate.

Person Specification

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| Job Title: | Residential/ Snr Residential Childcare Worker Early Help and Children's Social Care |
| Essential knowledge: | <p>Knowledge and understanding of the care of children and their disability.</p> <p>An understanding of the Children Acts 1989 and 2004/ Children and Families Act 2015. Children's Homes Regulations including Quality standards 2015.</p> <p>A knowledge of Health and Safety, Inc. COSH and related, food hygiene and moving and handling</p> <p>Literacy and numeracy to a standard which meets the requirements of the post e.g. ability to write reports and children's records and able to read medical labels and follow instructions. Accurate completion of stock and temperature records.</p> <p>Senior Residential Childcare Workers will be required to hold an NVQ 3 or Diploma Level 3 for Children and Young People. There will be an interview to assess competency before progression to a senior post.</p> |
| Essential skills and abilities: | <p>To be physically able to undertake manual work as described in the role profile</p> <p>To work around children in a safe, positive and enabling style, showing sensitivity and respect to them as individuals.</p> <p>The ability to understand and act upon Risk Assessments relating to the premises and / or service users.</p> <p>Working effectively within the team</p> <p>The role requires lone working with the support of the care staff on request. You will need to be creative and use initiative to prioritise tasks which maximise the continuity and safe running of the home, having regard to your personal safety.</p> <p>Ability to use IT systems</p> <p>Responsibility for individuals / groups of service users, engaging in risk assessed activities</p> <p>The safe handling and supply of medications as per medication procedure.</p> <p>Link working with families, carers and professionals as specified.</p> <p>Formulation and distribution, as applicable, of accurate personal / casework records and presentation of same in professional settings e.g. LAC, educational and other/related reviews.</p> <p>Responding to referrals: gathering essential information, co-ordination of the placement process, ensuring a suitable induction to the home for the Service User and family /carers.</p> |

Senior To be nominated shift leader on an occasional basis as directed by the homes management: assuming responsibility for the home and its operations

Essential experience: Demonstrable experience of work with people who have a disability, their networks/families in a health, social, educational or recreational setting.

Seniors NVQ 3 or Diploma Level 3 for Children and Young People

Special conditions: An understanding of challenging behaviour and a willingness to be trained in the use of permissible forms of control and physical interventions for reasons of health and safety.
Enhanced DBS

Shift work and unsocial hours, including weekends, sleep-in duties and Bank Holidays as specified in the rota.