HILLINGDON
LONDON

Job Profile

JOB TITLE:	Senior Residential Care Worker
GRADE:	SO1
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Children's Services
SERVICE:	Safeguarding Partnership, Quality Assurance and Residential care

REPORTING STRUCTURE

Reports to:	Registered Manager/Team Leader
Direct Reports:	Residential Care Workers, Domestic Staff
Indirect Reports:	Students, Volunteers

ROLE PURPOSE:

To be responsible to the Registered Manager, Deputy Manager and Head of Service for the day to day management of the care of the children, giving guidance and setting an example to the staff team. To lead shifts and take delegated responsibility in the absence

of Deputy Manager &/or Registered Manager to ensure the home meets the requirements of the Children's Home Regulations and Quality Standards.

A. Job Description

1. Resident & Community Contribution

- To enable children to live a full and active life, planning and arranging social and recreational activities within the home and in the local community, and to contribute to the organising of holidays as appropriate, to offer children a range of opportunities and experiences that is stimulating, interesting and relevant.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- This role has supervisory responsibility for Residential Care Workers, in addition to indirect responsibility for volunteers, students, work placements and agency staff placed within the service providing guidance as required and directed.

3. Operational Service Delivery

- To ensure that the home meets the requirements of its Statement of Purpose and Function, and Departmental Policies and Procedures.
- To take responsibility for leading shifts, delegating duties appropriately to staff .To ensure that colleagues are fully informed as necessary.
- To take responsibility for the Health and Safety of staff, children and young people, and the building in the absence of senior managers.
- To supervise less experienced members of staff ensuring that all the requirements of the Department's Performance Management policy are met.
- To provide leadership, guidance and support to more junior staff to ensure that they are fully acquainted with their task and the means of achieving it.
- To be involved in the induction and training of new staff (permanent and temporary).
- To maintain a high standard of care and report any breaches in professional practice.

- To hold and attend staff meetings and develop staff training programmes if directed to do so by the Registered Manager.

- To encourage and motivate other staff to develop their skills and undertake relevant training. To share in the tasks of more junior staff setting an example of good practice.

- To be conversant with current relevant legislation and able to impart this knowledge to less experienced members of staff.

- To respond appropriately to emergencies including implementing the missing children's procedure.

- To adhere to CEOP and safeguarding procedures.

- To plan the admission and discharge of children ensuring that they feel welcomed on admission and that they are prepared for discharge.

- To ensure that the needs of each individual child are met and that in-house routines are arranged primarily to meet the needs of the individual children. To ensure that staff offer the support and encouragement necessary for the children and young people to develop emotionally and physically.

- To lead in the assessment of the needs of each child and the planning of a programme of care and intervention to meet those needs. To prepare reports and participate in reviews as appropriate.

- To contribute to and monitor records regarding individual children and to ensure client confidentiality in record keeping and discussion concerning clients and to ensure GDPR guidelines are adhered to.

- To ensure that children and young people are aware of all procedures relating to complaints and concerns and how to activate them.

- To work in partnership with the allocated Social Workers ensuring they are fully informed of all relevant information.

- To promote individually planned care and activities for each child to ensure their comfort and welfare and to promote their skills and independence.

- To take responsibility for the administration of medication and the related recording procedures when leading a shift.

- To promote the participation of children and young people in the planning of their care and their living environment, leading young people's meetings as required.

- To liaise with external agencies as necessary in relation to the needs of individual children (e.g. schools, hospitals, clubs,) ensuring that their health, educational, and developmental needs are addressed.

- To take responsibility for link working individual children and to support and supervise less experienced staff in their link working responsibilities.

- To have the ability to support families by working individually with children in their own homes.

- To develop communal life within the house, in order to create a stimulating, warm and safe environment for the children and young people.

- To maintain the fabric of the home and to request repairs as necessary. To ensure that equipment, toys, furniture and grounds are maintained to a high standard. To encourage the children to develop a responsible attitude towards furnishings and equipment.

- To hold delegated responsibility for overseeing and monitoring specific tasks as required by the Children's Homes Regulations and Quality Standards e.g. Fire procedures, medication procedures.

4. Service Planning & Development

- To work co-operatively and as required with other staff, agencies and individuals

- To receive and contribute to regular management supervision as agreed. Ensure colleagues are fully informed of recent developments at handover. Attend staff meetings, reviews, assessments and training courses applicable to the role.

- To maintain your awareness and understanding of national and local trends in service development and legislation appropriate to service users.

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To be responsible for monies designated for particular purposes ensuring correct recording and a clear audit trail is maintained, following all the departments financial procedures.

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To attend and participate in staff meetings, Supervision meetings and annual appraisals.

- To maintain useful and appropriate communication with service users, families and carers by encouraging their interest and participation in the service.

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal: Agency staff, work placement students, Volunteers, student placements, social workers, youth workers

External: Service users, relatives of service users, Parent Carers, local organisation and industry, hospital, Health services, Police

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Undertake duties in accordance with Corporate Health and Safety policies and procedures, including the use of protective clothing and guidelines on Moving and Handling and be responsible for your own Health & Safety and that of others who may be affected and report any concerns to your designated Line Manager.

- Post holders will be expected to take a proactive approach to managing their time and responsibilities to ensure each individual accessing the service receives the maximum amount of support to reach their full potential and independence.

- Individual and team productivity will be monitored.

B. Person Specification

Senior Residential Care Worker

This person specification will be used for recruitment to the **Senior Residential Care Worker** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL** ✓	**DESIRABLE** ✓
A good standard of written and verbal communication skills.	✓	
GCSE pass (or equivalent) in English and Maths. Qualification in Social Work, teaching, youth work, or any other area related to childcare. If candidates do not possess NVQ/QCF level 3 in Childcare, then they must demonstrate a commitment to enrolling / achieving this qualification.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Ability to form and maintain positive, professional relationships with young people.	✓	
An active interest in working for and providing care for young people.	✓	
Ability to be actively involved with young people in all aspects of their daily lives demonstrating good parenting skills and contributing towards the provision of stable environment.	✓	
Ability to maintain high standards of childcare in stressful situations.	✓	
Ability to understand and respond appropriately and with flexibility to a wide variety of behaviours / anxieties/ needs.	✓	
Ability to act as a role model, and to demonstrate a mature outlook.	✓	
Ability to undertake key worker responsibilities.	✓	
Ability to promote young people's educational and health care development including sexual development.	✓	
Ability to participate effectively in the admission of young people to the home; in the development and delivery and		

review of individual care programmes; in the assessment of young people's needs; and in preparing of young people to leave the home in a positive and planned manner. Ability to work as a part of a team in a consistent manner, within agreed structures. Ability to understand and work within statutory and departmental requirements in partnership with young people, their family/significant others and other agencies. Ability to record work/write reports, in accordance with statutory and departmental requirements. Ability to participate in the identification of own training needs, to use professional supervision and undertake training. Ability to demonstrate a concrete commitment to equal opportunities and anti-discriminatory practice. Ability to lead shifts ensuring that the needs of the young people are met and the requirements of the Children's Home Regulations and Quality Standards are maintained. Ability to work shifts, including weekends, Bank Holidays, sleep-in duties and young people's holidays.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Possession of a valid driving licence, and willingness to drive the home's mini bus/own car during the course of duties		✓
3. EXPERIENCE	**ESSENTIAL** ✓	**DESIRABLE** ✓
Life and /or work experience of young people experiencing difficulties e.g. youth working / voluntary work.	✓	
Previous experience of supervising staff	✓	
Previous experience of residential child care.	✓	
4. KNOWLEDGE & SKILLS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Understanding of child and adolescent development in a multicultural society. Knowledge of the Children Act 1989/2004 and the Children's Home Regulations and Quality Standards	✓ ✓	
Knowledge of social services responsibilities / childcare legislation / United Nations Convention on the rights of the Child, Race Relations (Amendment) Act.		✓
5. COMPETENCIES	**ESSENTIAL**	**DESIRABLE**
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	

Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	