

## JOB PROFILE

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<b>Job title:</b>	<b>Senior Residential Childcare Worker</b>
<b>Pay Band:</b>	<b>AfC 14 to 19 £25,353 - £27,717</b>
<b>Directorate:</b>	<b>Social Care</b>
<b>Operational area:</b>	<b>Teddington</b>
<b>Reports to:</b>	<b>Registered Manager</b>

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### **VISION FOR ACHIEVING FOR CHILDREN**

**Achieving for Children is passionate about ensuring the best possible outcomes for children and young people and will deliver the services they need to live safe, happy, healthy and successful lives.**

### **WHO WE ARE**

Achieving for Children is a community interest company created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames to deliver their children's services. The company has delivered services since 2014. The Royal Borough of Windsor and Maidenhead joined the company in 2017. The Director of Children's Services is responsible for the delivery of early help, health, social care and education services in their local area, either Kingston and Richmond or Windsor and Maidenhead. Corporate support services, such as ICT, HR and finance, are delivered company-wide. These services are led by the Chief Operating Officer, who is also responsible for company governance and for ensuring it delivers its contractual obligations to its commissioning Councils.

Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families in the most effective and efficient way. As a result, the key tasks in any job profile may be varied and the post-holder will be expected to take on such variations and duties consistent with the level of responsibility of the post.

## **PURPOSE AND RESPONSIBILITIES**

The post is responsible for providing day to day care of children and young people within an environment that promotes positive attachments and relationships. Lead the staff on shift to ensure that they carry out their duties and behave appropriately at all times. To support young people in maximising their potential in a safe, caring and nurturing home. To achieve the highest standard of service delivery as measured by Ofsted against the Children's Homes Regulations and Quality Standards. To identify and meet the physical, emotional, behavioural, cultural and educational needs of young people. To present Achieving for Children in a positive light by behaving in a helpful and professional way at all times.

The young people we look after have experienced significant trauma, which requires high levels of compassion, empathy, resilience and understanding. Due to this trauma, they can present challenging behaviour, including self harm, physical outbursts towards staff and each other, and risk taking behaviour, where we have a responsibility to make them feel safe and cared for. All staff are integral to the running of the home and contribute to team meetings, shift debriefs, supervision and appraisal, whilst also, with support, leading shifts.

## **CHILDREN AND YOUNG PEOPLE**

1. Safeguard all children within the home and ensure their safety and wellbeing. Ensure any issues arising are dealt with appropriately.
  2. Engage with young people in a positive and proactive way in order to establish respectful, trusting relationships that lay the foundation for them to discuss, with confidence, any issue they have relating to their safety or welfare.
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1. To give children the opportunity to express their views and encourage participation in decisions that affect their lives, taking their wishes and feelings into account. Ensure all consultation opportunities from the shift are recorded to a high standard.
  2. Act as key worker for identified young people, undertaking assessments, writing of care plans and contributing to reviews and the development of individual programmes and ensure all elements of that role are fulfilled to the highest standard.
  3. To provide for young people's physical needs by offering, preparing and cooking healthy meals, washing and ironing clothes and bed linen, ensuring they have everything they need to attend school and outside activities, and undertaking shopping tasks and general household duties to keep the home clean and tidy; to also encourage and help

young people to participate in and learn how to undertake these tasks themselves as they prepare for independent living.

4. To support young people to develop resilience and build mental, physical, emotional and social wellbeing.
5. Administer medication in accordance with the standards set by the regulatory body and the policies and procedures of the home and ensure this is recorded appropriately.
6. 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 the Behaviour Management policy. To support staff to encourage positive behaviour and ensure reparative consequences and that these are recorded appropriately.
7. Ensure financial transactions are recorded and administered in accordance with the child's care plan.
8. Communicate effectively with social workers, schools and all other relevant professionals on a daily basis to provide a consistent approach to all aspects of children's care.
9. Build effective working relationships with relatives, advocates, friends and others relevant to the children's lives.
10. To organise and accompany young people to take part in outside activities such as trips to the cinema, museums, holidays and driving the home vehicle to facilitate this.
11. To ensure each young person's care plan is followed and amended as appropriate to reflect their changing needs.
12. Ensure the home's care plan for identified key children are updated at relevant times and that all paperwork requirements are kept to the highest standards.
13. To be aware of risks posed by young people or to them and carry out clear, concise risk assessments, ensuring these are updated at relevant times.

14. To recognise when a young person is not achieving their development potential or is displaying risk or harmful behavior, and use appropriate (ie approved) strategies to address this (eg. Looking for signs of bullying, drug/alcohol taking).
15. Ensure all aspects of the home are ready to receive a new child moving in to the home.
16. To act as a role model through demonstration of appropriate, socially acceptable ways of dealing with problems and emotions.
17. To ensure young people are aware of the complaints procedure and support them to use this.
18. To be ambitious for young people in their educational and extracurricular activities and provide support to them in achieving their goals.
19. To ensure young people take part in relevant educational activities on a daily basis.
20. To ensure the young people's individual environment is clean, tidy and maintained daily in a nurturing way.
21. To facilitate and support family or other contacts important to the young person. To take part in other reviews/planned meetings or court hearings where appropriate.
22. Involvement in creative and innovative approaches to improve the care delivered.
23. Thorough knowledge of the care plan for the children and all planned activities for the day.
24. Ability to be resilient, to be understanding and insightful of the children and to be part of their successful outcomes. This will require a high degree of energy and an optimistic attitude to ensure a culture of "proactive" day to day care practice in the home is always maintained making a positive difference to children's lives.

## **TEAM MEMBERSHIP**

1. Design, implement and lead shift plans and daily routines effectively and ensure all tasks are carried out, to include, for example, the day to day parenting responsibilities expected within any family home.

2. Confident in supporting colleagues to respond effectively and efficiently to the varied, unique and collective needs of the children in your care and to have a good understanding of how to manage such needs.
3. To assume responsibility for the home when acting as shift leader, taking the lead in decision making, ensuring paperwork is completed to the required standards and ensure effective handovers and reflective take place at the beginning and end of each shift.
4. Ability to motivate, generate enthusiasm and commitment in others when on shift.
5. Identifying and helping to address issues of practice by providing appropriate solutions through advice, guidance and positive role modelling to other staff.
6. Ensure that any areas of insufficient staffing are dealt with swiftly and cover arranged to cover gaps in the rota.
7. Participate in team meetings, regularly providing views and ways to improve current practice.
8. Take responsibility for a designated area of work or practice development, as directed by the management team.
9. To ensure that the administration systems, recording systems and home environment are maintained to a high standard.
10. Consistently support the non-institutional, nurturing ethos and culture of the home.

## **GENERAL**

1. Able to demonstrate emotional literacy in relationship to self and others.
2. Operate at all times in accordance with Achieving for Children's policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Support policies.
3. To be aware of Achieving for Children's Health and Safety policy at all times.

4. Uphold and promote Achieving for Children's equality and diversity policy in all aspects of the work and ensure that the policy is understood and implemented by all staff with whom you work, and that the spirit as well as the letter of the policy is fulfilled. Exercise vigilance by reporting and/or remedying hazards where appropriate. Ensure regular health and safety checks are completed and recorded.
5. Be calm in situations of crisis and take appropriate action as the shift leader.
6. Demonstrate an ability to cope with emotionally challenging situations and act appropriately under pressure.
7. Follow clear direction and guidance and work as part of a team to function at the highest possible level.
8. Able to use initiative and act in a confident self-directed and resourceful way to identify and resolve difficulties.
9. Maintain written records and be involved in all recording aspects of the home to meet the "statement of purpose" and all necessary legislative requirements eg. Risk assessments, care plans, medicine recording, incident reports, health and safety checks etc.
10. Support the management team with the auditing process such as Regulation 45 and Regulation 44 reports.
11. Write reports accurately and to a competent standard of English, ensuring that all care paperwork is completed to the required standard in a timely fashion.
12. Understanding of petty cash and to support the financial management of the home by keeping to the agreed budget, agreed spending limits and maintaining appropriate records.
13. Participate in own supervisions and personal development plan in accordance with Achieving for Children's policy and procedures and the standards set in legislation.
14. Commitment to continuous self-improvement and reflective practice.
15. Good knowledge of current legislation and support the home in attaining its legislative requirements (Children's Homes Regulations 2015, Ofsted etc).

16. Provide on call support out of hours where appropriate.
17. Willingness to work with a wide range of presenting needs of children and to develop and maintain effective care practice to ensure that the children are cared for in a safe, nurturing environment.
18. The Children’s Home Regulatory Standards 2015 require all residential staff to be qualified. In order to achieve this, Achieving for Children will sponsor you to complete the level 3 Diploma in Residential Childcare when you have successfully passed your probationary period. It is a condition of your employment that you undertake and satisfactorily complete this qualification within two years of your start date. THIS QUALIFICATION IS A REQUIREMENT OF THE ROLE. If you fail to complete it, do not complete it within the prescribed timescale, refuse to undertake it or are withdrawn from the diploma, you will not be able to continue in this employment.
19. Willingness to take part in holidays and short breaks with children and staff of a period not more than 7 days.
20. Undertake sleep-on duties as part of a rota system and be flexible in order cover sickness and holidays.
21. Willingness to undertake working a rota system of 36 hours a week on average over the year to total 156 hours “on shift” per month.
22. Champion diversity and equality in the development and delivery of services and in all aspects of people management.
23. Ensure the wellbeing of employees and service-users by actively promoting and complying with health and safety regulations, policies and procedures.

**ORGANISATIONAL VALUES**

<p>Trust - I am reliable, others can count on me to undertake tasks and deliver on what was agreed. I will do what I said I would do. I will encourage open and honest communication, and model clear and fair professional boundaries.</p>	<p>Essential</p>	<p>Interview</p>
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Respect - I will listen to and value other people's perspectives and differences. I will show empathy and humility in the way I communicate.	Essential	Interview
Empower - I help others to realise their ability and potential, and show emotional intelligence in my approach. I show appropriate and respectful use of the power given to me in my job or position and I use this to encourage and enable others.	Essential	Interview

## QUALIFICATIONS AND EXPERIENCE

### Qualifications

Educated to degree level and proven evidence of continuing professional development.	Essential	Application form
Level 3 Diploma in Residential Childcare or Equivalent (for example NVQ level 3 in Caring for Children and Young People)	Essential	Application form Certificates

### Experience

Experience with young people either paid or voluntary	Essential	Application form and interview
Working knowledge of childcare and child development developed through directly working with young people	Essential	Application form and interview
Experience of working with young people in a residential setting	Essential	Application form and interview

Experience of working with young people who have emotional and behavioural difficulty	Essential	Application form and interview
Understanding of current legislation relevant to children in residential care	Essential	Application form and interview
An understanding of the social, emotional, educational, cultural, religious and recreational needs of young people	Essential	Application form and interview
Experience of shift leading	Desirable	Application form and interview

### **Knowledge, skills and abilities**

Able to effectively use a range of strategies when working confrontational or have challenging behaviour from young people including de-escalation techniques	Essential	Application form and interview
Able to recognise and deal with conflict and challenging behaviours and situations with young people	Essential	Application form and interview
Able to engage in a variety of activities to develop and sustain appropriate relationships with young people	Essential	Application form and interview
Ability to manage personal and professional boundaries maintaining appropriate relationships with staff and young people	Essential	Application form and interview
Good communication skills both written and verbal; the job requires substantial report writing, daily logs, emails to other professionals and colleagues	Essential	Application form and interview

Able to form and sustain positive and professional working relationships	Essential	Application form and interview
Able to take direction and direct others whilst working effectively and cooperatively as a member of the team	Essential	Application form and interview
Able to use initiative and work autonomously within the boundaries of the role	Essential	Application form and interview
Able to organise and prioritise own work	Essential	Application form and interview
Ability to shift lead	Essential	Application form and interview
Ability to cope with the pressures of a residential care setting	Essential	Application form and interview
Ability to demonstrate a genuine desire and interest in working with challenging young people	Essential	Application form and interview
Able to handle own emotions without over empathising with the young person	Essential	Application form and interview
Able and willing to undertake all tasks associated with parenting a young person and able to demonstrate good parenting skills	Essential	Application form and interview
Committed to anti-discriminatory practice and be able to translate this attitude into practice	Essential	Application form and interview
Commitment to personally undertake further training and development	Essential	Application form and interview

Able to meet the requirement of the shift pattern for example working Christmas Day	Essential	Application form and interview
Able to take in holidays and short breaks	Essential	Application form and interview

Ability to demonstrate a high level of determination, personal drive, energy and ambition to achieve challenging targets and improve outcomes.	Essential	Application form and interview
Commitment to an organisational culture and the development of services that value equality and diversity.	Essential	Application form and interview

*This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of Achieving for Children and the specific requirements of the role.*

**Updated: September 2019**