



## **Oak House**

**Job Description** – Residential Support Worker

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**Author** –Patricia Neil – Director



## Oak House

### **Job Description for Residential Support Worker**

#### **Job Purpose**

To provide a support service to help, guide and assist children and young people to in developing the skills needed to move onto their permanent and independent living accommodation in the community. For those children/young people who do not possess the emotional stability, resilience or for whom developing the independence skills may take longer; provide a longer stable alternative home until the placing authority decides that they are able to move on.

#### **Job Responsibilities and duties**

- To be an integral part of a team that ensures that the home provides each child living there, a safe, happy, secure and homely environment that strives to meet their emotional and physical needs at a high standard.
- To listen to the children/young people in the care of the home.
- To treat each child/ young person with respect as an individual
- To understand the behaviour of each young person, so that responses are on a professional level in the context of the behaviour portrayed given the child/young person's particular experiences and their identified needs.
- To read, understand and apply practise in line with risk assessments, behaviour management plans and other guidance given.
- To actively participate in the updating and participating of plans listed above.
  
- To maintain accurate and up to date files according to agreed policies
- Meet with appointed supervisor for supervision and give priority to supervision sessions.
- Work effectively on your own, using your own initiative.
- To be aware of and comply with all Homescape management policies and procedures.
- To contribute to the smooth running of the team by taking part in team duties and organisational and administrative systems as required
- To work as part of a team to ensure that the organisation meets, as effectively and efficiently as possible, the needs of the Young People.
- To ensure a positive profile for the organisation in its dealings with the public, service users and external agencies (e.g. Social Services)

- On a day to day basis, balance competing priorities and manage the issues surrounding young people using a practical, common sense approach
- Ensure that the needs of young people are met within the scope of the elements of service provision.
- To attend staff meetings, training days, reviews for young people and other appropriate meetings.
- To carry out general tasks that may arise from time to time within the office or within the home
- To liaise with other agencies and professionals as required
- To assist young people to make the maximum and most appropriate use of community resources available in relation to their individual needs.
- To act as an advocate to Young People providing advice, support and guidance as appropriate.

### **Additional Requirements**

- To undertake other duties including sleepovers ???as required and other responsibilities required from time to time, commensurate with the post.
- To ensure equality of opportunity is afforded to all persons both internal and external to Homescape, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
- Attend training courses as required.
- To maintain a flexible approach to meeting the needs of young people.

### **Performance Indicators for Residential Workers**

#### **Induction, Supervision, Training and Self Development**

- Has undertaken and has evidence of completing the Induction checklist.
- Understands the purpose and expectations of supervision.
- Attends all supervision sessions arranged within a twelve month period and where supervision has been missed for reasonable causes (as agreed by the manager/supervisor) the supervision is re-booked in that same month.
- Evidences that they plan for supervision, including bringing evidence of key working or other documentation/research that they may wish to discuss in the supervision session, or such material that the supervisor/manager has asked for.
- Any actions agreed as their responsibility in previous supervision sessions have been actioned, or where unavoidable, the reasons for actions not being completed.

#### **Safe Working**

- Understands the role of full and accurate recording in the correct recording places as laid down in the Children's Homes Regulations in the Safeguarding Process.
- Is conversant with the Safeguarding Procedure for each of the authorities that have children placed in the Home and knows where to locate those policies if unaware of the policy in relation to a specific issue.
- Knows what constitutes a safeguarding issue and who to contact in such a circumstance.

### **Record Keeping**

- To demonstrate verbally and in practice, that they understand the need for and comply with the keeping of accurate, timely and objective record keeping.
- To demonstrate that they understand the importance of record keeping and how it relates to keeping children safe and the work that they are doing with the children in their care.
- When completing recording, whether it is books, reports or e-mails, they ensure that the content is informative, uses appropriate language, is grammatically correct and spelling/typing is of a good standard. If a residential worker has weaknesses in this area, he/she should ensure that a supervisor or manager checks their work prior to it being transmitted or placed on file and should work with the supervisor/manager, to identify ways to improve their literacy or numeracy skills.
- Where opinion is stated, it should be clearly identified as such and the author should state their reasons for the opinion (backed with evidence) their competence to make the statement(s), their status, signed and dated.
- Quality will be assessed during observations, reading of reports, e-mails, supervision, inspections, file audits and appraisal.

### **Meeting the needs of Young people/children in their care**

- Whether each child is there key child or not, takes a real interest in each child as an individual and views them in a positive manner capable of change.
- Is aware of risk assessments also behaviour plans etc., for each child and ensures as part of the team that they follow those plans. Where there are opinions contrary to those plans they are aired properly through supervision at team meetings. As a worker they stick with agreed plans/approaches unless and until those changes have formerly been achieved.
- Ensure that as an individual and a part of the team, that they take an interest an active part in each child's education, extra-curricular events, physical health, mental well-being (including appointments) and interests inside and outside the Home. In short do all the things that a "good parent", would do.
- Ensure that the children are clothed in attractive, age appropriate clothes that are kept in good repair and are always clean/ironed.
- Ensures that the children have good nutritious meals that also contribute to an experience of smell and taste within the home that would traditionally be considered to be homely i.e., soups, stews, roasts and home- made puddings.
- Where the residential worker lacks skills that cannot be covered on a shift, then they have a responsibility to bring this to the attention of the Manager, so that ways of learning those skills can be found.
- Ensure that the bedrooms, rest of the home (including staff bedrooms and offices) and surrounding gardens. Are kept clean, tidy, homely and feel the sort of place that the children and staff feel happy in.

## **Advocacy**

- Can explain what the role of an advocate is
- Understands how to consult appropriately with children/young people and represent their views.
- Understands the difference between children/young people's wishes/desires and their needs. Can rationalize these with children/young people.
- Understands the difference between meeting their (staff) own needs and that of the children/young people in their care.

## **Anti-discrimination**

- Has read the Anti-Discrimination Policy and can demonstrate in their practice including their verbal and written content, that they understand it's reasoning and application.
- Within the scope of authority, challenge discrimination and where this lies outside of the organisation, bring it to the attention of the Home's Manager and/or the Director.
- Be open and receptive to be challenged themselves. Reasoned debate is alright, but defensive blocking or hostility is neither helpful, nor acceptable.

## **Being an effective communicator/member of staff**

- Keeps his/her manager informed of relevant information in a timely manner.
- Attends planning, review and other meetings either with, or on behalf of young people in their care as required.
- When attending meetings, prepares for such meeting bringing adequate information/reports to the meeting and relays that information to the appropriate meeting in a clear manner.
- Is aware of the bounds of their authority at meetings and is mindful of confidentiality within the context of whatever meeting being attended.
- Discusses the meeting before hand with the young person/child, ensuring that the young person's/child's views are represented.
- Where the views of a young person differ from those of Homescope's, then this is clearly explained in a non-repressive way.
- Ensures that the outcomes of meetings are recorded, shared with managers/colleagues and filed on the young person's file where appropriate.
- Being able to distinguish between those decisions that require an immediate answer and those that will wait for supervision or other appropriate meeting.
- Understands the organizational structure and is aware who the appropriate people are in Homescope to give decisions about different issues.
- In relation to other agencies, knows the names of significant people in their young person's/people's life/case, to be approached for answers to different issues.
- Conducts conversations in a clear proper manner. This applies to face to face conversations as well as on the telephone.

## **Resource Management** (*including self-time management and resources allocated to the Children's Home i.e., heating money, food etc*)

- Uses own time whilst on duty in an imaginative efficient way so that at times when the young person is present they involve them in their planned outcomes and the day to day running of the home.
- When young people/children are not present in the home, uses the time constructively for maintenance, home improvements, planning or resource gathering.

- Along with other staff and young people keep fuel bills to a realistic level.(but keeps the home at a comfortable temperature.
- Where travelling is required, plans journeys, to keep travelling costs to a minimum.
- Manages allocated budgets for food with the young person/children, so that there is adequate food in the house using a “value for money” principle.

### **Effective team member**

- Attends and participates positively in team meetings, carrying out any actions that they have agreed to or have been directed to do at the team meeting, in an efficient and timely way.
- As part of their professional development, be prepared to take notes of meetings and chair meetings under supervision.
- Understand the role of the Home, the work being done with children/young people living in the home, the way that the team has to work together to achieve successful outcomes and the role that they play within the team at any one time.
- Shares good Practice with colleagues.
- Supports colleagues who might be vulnerable, stressed, or who might be less experienced.
- Is flexible in their time and rotas, to support the children and their colleagues.

### **Health and Safety**

- Takes responsibility for own Health and Safety as far as possible
- Continually looks for hazards within the house and is able to see what priority is required in the elimination or limitation of such hazards
- Where possible and safe, rectifies or limits hazards in a timely fashion, bearing in mind the degree of risks.
- Where it is not possible for the residential worker to rectify/limit those risks, then he/she reports the risk(s) to the Manager, or Director as a matter of urgency.
- Hazards should be recorded in the hazards log and brought to the attention of the manager for the purpose of updating the appropriate risk assessments if necessary.
- Residential Workers should have read and understood Health and safety policies relevant to working in the children’s home, the location of which will be pointed out in induction. Note that risk assessments include those of the children living in the home and those pertaining to any work activities taking place outside the home i.e., transport to school.
- Residential Workers are expected to demonstrate in their work and supervision that they are not only aware of Health and Safety, but they employ this in their practice.

### **Training and development.**

- Attends and participates fully in all training courses both internally and externally.
- Reports any issues that they may have/experience with training courses so that reasonable adjustments can be made.