

## JOB DESCRIPTION

### **Residential Worker**



## **JOB PURPOSE**

To provide care, support and protection to children and young people in order to meet their social, emotional, physical, intellectual and spiritual needs.

## **PRINCIPAL ACCOUNTABILITIES**

- Care for and supervise the group of children and young people living in the service to ensure that their needs are responded to within the context of a therapeutic environment, making sure that all children and young people living in the service are protected from harm and risk;
- Work with children and young people living in the service to assist them to understand and make sense of their previous life experiences, respond appropriately to ensure that their mental health needs are met, advocate on their behalf and act as a positive role model;
- Provide appropriate personal care and a safe, clean environment to children and young people to ensure their physical comfort, health and well being and support them in "ordinary living" experiences.;
- Administer and record medication including in emergency situations
- Assist in the assessment, planning and delivery of services to support the care and support needs of children and young people using the service including, where appropriate, taking responsibility for ensuring that assessment and intervention programmes are prepared, monitored and evaluated;
- Engage positively with children and young people in behaviour management programmes and implement appropriate strategies and techniques;
- Prepare, maintain and contribute to recording systems designed to support the care needs of children and young people using the service;
- Provide support to young people to be educated in the service, in school or further education establishment as appropriate;
- Provide throughcare guidance and aftercare support or outreach work to children and young people in line with agreed plans.

## **Quantifiable Responsibilities**

- Petty cash in line with the needs of the service or children and young people.



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### **SCOPE OF PLANNING AND DIRECTION**

The post holder will report to the Service Manager/Assistant Service Manager.

The work of the service is allocated to all staff by the Service Manager. The care plan which sets the direction and parameters for the work is developed by the care team and manager and involves young people, their families and significant others. This includes social work, health and education services as appropriate. Based on this the post holder is expected to deal with day to day care needs of children and young people and to update managers in the service accordingly, referring more serious issues to managers and/or local authorities or other agencies where appropriate.

If acting as key worker then, long term planning for the young person will be reviewed, re-evaluated and documented on a monthly and bi-annual basis (see local context) or as directed by the needs of the care plan.

The post holder is required to work across the range of residential services at short notice to provide staff cover and a service to children and young people as required.

### **SCOPE OF DECISION MAKING AND JUDGEMENT**

The post holder works in an environment that can be as challenging as it is rewarding where due to the complex and complicated needs of children and young people affected by trauma and loss can result in having to be engaged in episodes of physical intervention to manage potentially harmful and threatening behaviour. They require to be able to work with children and young people whose level of stage development and functioning does not match their chronological age.

Whilst there is a clear framework of policies and procedures, the post holder is expected to be able to use their judgement in managing risk and keeping young people safe. The post holder, on a day to day basis, requires to exercise judgement about how individual young people function and live their lives. The post holder is required to adapt plans and interventions accordingly. When "lone working", they will have access to local supports or telephone guidance as required.

The post holder will prepare and provide reports for, and attend, reviews, children's panels, case conferences and other relevant meetings where required.

The post holder may be required to participate in Sycamore's services' "designated person" arrangement as referred to in the local context. This particular aspect of the job requires the post holder to use their professional judgement based on their experience, skills, knowledge and qualifications.

The post holder will be involved in lone working with service users off site. This may be in service user's homes or undertaking tasks in another setting.

### **RELATIONSHIPS**

#### **Internal**

- Relationships are essentially within the service. There may be occasional participation in regional or Aberlour wide working or discussion groups.

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- May be required to mentor or provide day to day supervision to students and volunteers.
- Attend and contribute to all meetings involved in the smooth running of the service, including hand-over meetings, team meetings, staff training and development.

### **External**

- Coordinate, facilitate and supervise visits between children and young people and their families;
- Liaise with all relevant people involved in the care of children and young people to meet the principal accountabilities of the post. This may include interagency work with local authority social work teams, education departments, health boards, the Scottish Reporters' Administration and police authorities;
- Provide advice and support to families;
- Promote the organisation positively and uphold its values and maintain the service's positive profile within the local community.

## **QUALIFICATIONS**

A relevant professional qualification at SCQF level 7 or above (SVQ3 Social Services (Children and Young People plus an HNC)

or

Equivalent knowledge acquired by other means (this will not apply where there are externally specified qualifications for the post e.g. SSSC)

## **EXPERIENCE**

The post holder will have significant experience of working with young people in a community or residential setting.

## **KNOWLEDGE AND SKILLS**

The post holder must be able to demonstrate an understanding and application of knowledge connected to working with children and young people.

### **Knowledge**

- Child Protection
- Anti-discriminatory practice
- Effects of trauma displacement, deprivation and environment on young people
- Child care law and child protection/vulnerable groups
- Human and child development, attachment and resilience
- Children's and vulnerable groups' rights and responsibilities
- Social care theory for practice
- Social policy and its application to social services provision

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- Professional Boundaries
- Interagency procedures and practice

### **Skills:**

- IT skills including communications and office applications
- Communication skills- verbal and written
- Self motivation

### Ability to

- Work in a therapeutic way with children and young people and use contemporary theory to inform their practice;
- Develop and maintain appropriate relationships, with children and young people colleagues and other agencies;
- Put learning and development into practice and work in a solution focussed, person centred way;
- Recognise and respond to the effects of abuse, deprivation, trauma and the environment on children and young people's functioning;
- Communicate clearly and sensitively with colleagues/parents/young people and other agencies as appropriate;
- Work within established systems of work using approved approaches to help children and young people to manage their behaviour positively, e.g. CALM;
- Initiate, engage in, and promote meaningful activities for children and young people;
- Engage in reflective practice;
- Deliver services in a way which enables and empowers the service user
- Assess need;
- Work autonomously and as part of a team;
- Use initiative and make judgements drawing from skills, knowledge, experience, learning and development.

### **JOB CHALLENGES**

- To be able to work with groups of young people in a 'domestic' setting to ensure that their needs are met collectively and individually;
- Ensuring that positive behaviour is promoted and managed at that and that established behaviour management systems that are in place are used;
- Remain constructive and positive in an emotionally challenging environment.

### **Additional Information**

The post holder will be required to work residential shift patterns and sleepovers.