Residential Support Worker
Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Create a safe, nurturing and supportive environment for children and young people to grow and develop, also ensuring their wellbeing through personalised care, guidance and advocacy, delivered through a 24/7 or up to 7 day week service, consistent with regulatory requirements and agreed policies and procedures.

This is a career pathway position, which enables postholders to take on additional tasks, with an increase to pay (consistent with our pay progression scheme). Therefore, as a basic requirement, all Residential Support Workers will:

1. Provide a flexible responsive, high quality and person-centred care to children young people and their families based on an assessment of need and to enable access to and participate in a range of stimulating and safe activities and experiences within and external to the home.
2. Build and maintain relationships (within agreed professional boundaries) with children, young people, and their families and the community through the provision of emotional, social, and practical interventions and support.
3. Support children and young people in their personal care, administration of medication and clinical procedures in line with organisational policies and procedures and to undertake / support young people with routine household tasks e.g., cooking washing shopping to enable the smooth running of the home and to promote independence
4. Ensure that the views and needs of children/young people are heard and responded to by promoting communication and participation
5. Contribute to the development and evaluation of care plans and input (and attend, as necessary) to service planning meetings, reporting issues raised to line management or refer issues as appropriate to other specialist.
6. Record observations and maintain up to date files (paper and electronic), utilising agreed systems and procedures and apply administrative processes to maintain home systems, and practices

To progress your career, the following additional tasks will be required to be undertaken:

1. Provide lead case/care planning management, including assessing, reviewing and managing risk.
2. Co-ordinating with multi agency and family information, including analysing and producing written reports.
3. Attendance at professional meetings including reviews, court work etc.

The final set of tasks of the career pathway job description include:

1. Lead and manage shifts with the primary aim of maintaining the provision of a high-quality service, in the absence of the Registered Manager.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: Version:

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2. Operational line management of staff as required, in accordance with Action for Children policies and procedures.
3. Lead by example with the application of Action for Children's policy procedures and professional practice standards and in line with registration requirements

To do this, you will have:

Qualifications and training of

1. Possessing level 3 Diploma in Residential Childcare or equivalent to be achieved within 2 years of taking up the post.
2. If you are based in Scotland, you are required to possess Higher National Certificate in social care (or recognised equivalent) and an SVQ3 in Social Care – Children and Young People within 5 years of taking up the post.

All Residential Support Workers are required to demonstrate the following skills, knowledge, and experiences:

1. Willingness to participate in relevant on the job or off-site training and to share learning received.
2. Provide support and care, ensuring awareness of the sensitivity of others.
3. Writing detailed and accurate notes and recording information using Microsoft Outlook packages
4. Ability to undertake administrative tasks.
5. Ability to communicate effectively and to also manage difficult situations within remit of job.
6. Ability to plan and organise work once directed and to plan and deliver on agreed work targets and expectations.
7. An understanding and appreciation of Health and safety, safeguarding and assessment of risk.
8. Understanding of diversity and relevance to this post
9. An ability to work shifts as required by the service.
10. Maintaining registration in line with the required bodies and ensure Action for Children are notified of any circumstances which could affect registration status.

To progress beyond the entry tasks, you are expected to possess the following additional skills, knowledge, and experiences:

1. Demonstrable experience of working in a care setting and developing positive relationships through trust.
2. Applying a range of techniques to communicate with service users and their families.
3. Demonstrating a solution focused approach to address problems, individually and in a team setting
4. Demonstrable emotional resilience to respond to the challenging nature of the role.

To fulfil the final set of tasks of this post, you are expected to possess the following additional skills, knowledge, and experiences:

1. Ability to manage, guide and direct less experienced staff.
2. Proven ability to lead and be responsible for shifts (and the service), in the absence of the manager.
3. Demonstrable application of diversity policies within a residential setting.
4. Leading on care plans and reviews.

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Don't meet every single requirement?

If you're excited about this role but your experience and skills doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

What else?

1. We expect our employees and volunteers to promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.
2. To effectively manage services and to ensure safe levels of service are delivered, annual leave is generally decided in advance. This requirement will differ between services, therefore please speak to the Manager regarding annual leave arrangements.
3. To ensure staffing levels are safe and meet legal requirements, there may be occasions where you will exceed your weekly contracted hours, however this will be balanced over the month, so as to avoid exceeding the maximum working hours over the month.
4. If you're appointed, you'll need to have a disclosure check; and
5. You will be required to undertake tasks and responsibilities that are consistent with the role purpose.

For completion by the Reward Team:

Operational Job Title: Residential Support Worker
Panel approval: Reward Team
Job Family: Social Care
Panel date:
Grade: 6
Payscale Ref:

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