

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area: Children's**

**Job Ref Number: 02673**

**Service Area: Regulated Services**

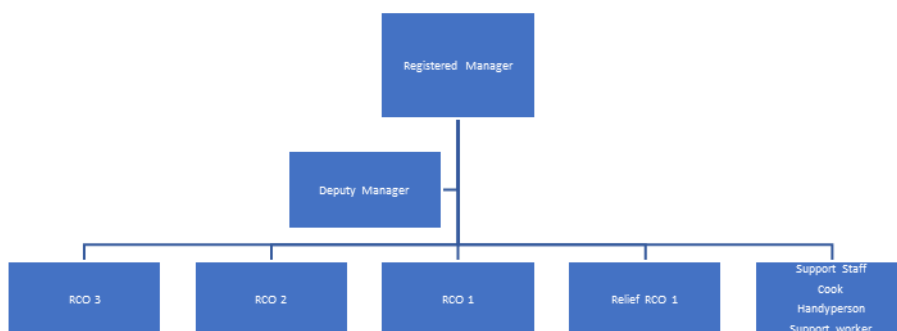
**Grade: 9**

**Job Title: Residential Care Officer – Level 3**

**PURPOSE OF JOB:**

To be part of the residential management team and lead the care team to work collaboratively in order to support the delivery of highly personalised, quality care to children and young people in a homely environment.

**TEAM STRUCTURE:**



**MAIN DUTIES:** The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below

- 1 To create an environment that promotes a positive respect for young people, ensuring they feel safe and valued. To work as part of a team providing care as outlined with each child or young person's individual Care Plan. This may include providing outreach support away from the Home.  
  
To provide personal care that respects the dignity and privacy of the young people, and help the young people to understand their emotions and social skills in a positive way.  
  
To carry out administration of medication according to the child's care plan and policy and procedure. The post holder will be required to maintain detailed and accurate records. You will be required to meet the basic Health needs of the young people and attend appointments to support the young person.  
  
\*Carry out administration of medication according to the child's care plan and in accordance with policy and procedure. Will be required to maintain detailed and accurate records.

	<p>Make clinical decisions based on knowledge of the child, protocols set by Medical Practitioners and information contained within the child's care plan. To undertake invasive treatments as per the child's health care needs. Will be required to undertake a wide range of health care treatments such as; oxygen therapy, Gastrostomy feeds and oral suction (list is not exhaustive).</p> <p>Will need to be flexible in their time management and able to prioritise their work schedule to ensure that whilst all work is completed the safeguarding of the young people is the priority. The post holder will need to ensure that report writing, updating care plans, attending meetings, training and case conferences can be achieved and be prepared to negotiate changes in their rostered hours to accommodate these.</p> <p>To work within a range of community-based settings in order to meet the needs identified as part of the child's care plan, i.e. places such as youth center, college, school (list not exhaustive).</p> <p>Keyworkers are expected to work directly with the young person using theoretical approaches and models of working to enable them to understand their past to manage their feelings frustrations and behaviours and to enable them to make positive life choices. To record all work and to reflect and analyse outcomes and identify future work required.</p> <p>Take personal responsibility to maintain and improve the service provided by the Home. To maintain monitoring and administrative systems and participate in departmental monitoring and evaluation processes to ensure the continual development of the service provided to children and young people.</p> <p>Take responsibility for advanced and specific areas of work, utilising professional knowledge and skills to control the way activities are carried out. This will involve the monitoring, evaluation, making suggestions for improvement based on that evaluation, providing professional advice to stakeholders, and to provide written updates and analysis in respect of progress and findings.</p> <p>Will be required to maintain environmental health standards when working in the kitchen.</p> <p>Work within the whole range of the Home's operating hours, including weekends, bank holidays, waking night duty, sleep in duties.</p>
2	<p><b>Supervision and management of people</b></p> <p>You will be expected to manage your workload and have oversight of the team workload, demonstrating good time management and organisational skills, using your authority to support and provide direction to others to ensure outcomes are met.</p> <p>Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations</p> <p>Provide supervision, appraisal and management to a group of employees which</p>

	<p>includes the planning, allocation and checking of work, setting objectives, targets and timescales for day to day work, professional development, and service delivery.</p> <p>You will be responsible for specific areas of work which will require you to take the supervisory lead of staff to be managed and supported to achieve required outcomes. This may involve working in partnership with non LCC staff. This may be a short term project or a longer term responsibility</p> <p>You will be involved in the recruitment selection and induction of new staff, relief workers and students on placement.</p>
3	<p><b>Creativity and innovation</b></p> <p>Will need to work creatively and be flexible in their approach as children and young people's needs can constantly change.</p> <p>To encourage and enable young people to achieve their maximum potential, with respect to their rights of a positive future. Promote the responsibility of their actions in line with their age, ability and aptitude.</p> <p>You will be involved in the development of the service as a member of the management team, to undertake reviews and make suggestions on how systems and processes could be more efficient and effective.</p> <p>Have the ability to engage with young people, to enable them to experience a wide range of recreational activities and developmental opportunities both in the home and in the community. This will involve a variety of activities both physical and educational. The role will involve encouraging young people to learn life skills for independent living.</p>
4	<p><b>Context and relationships</b></p> <p>Required to have responsibilities as a keyworker to a young person. The role of the key worker is extensive and will require the post holder to work closely with professionals, parents, siblings and extended family to ensure that the child's care plan, risk assessment, behaviour management plans and health care needs are accurately detailed to ensure a consistent plan is communicated effectively. A key worker is required to collate information for reports and represent the Home and the young people at a variety of meetings to ensure the Care plan for the young person is proactively maintained.</p> <p>Communicate effectively both verbally and in writing to external agencies, parents and family members respecting confidentiality and Data Protection legislation and the Rights of the young person. To attend professional meetings in regards to the Young Persons welfare and to produce comprehensive reports to said meetings Understand and work with the market as appropriate, developing and maintaining relationships with commissioners, service users, stakeholders, partners and potential providers.</p> <p>You will be expected to be involved in more detailed assessments, planning, evaluation, care and assistance, taking a lead in the oversight of stakeholder engagement. This will require you to be decisive and creative in managing the necessary changes to plans and resources to continue to effectively and safely</p>

	<p>meet the needs of everyone.</p> <p>You will be required to provide advice and/ or explanation for decisions made within the service to colleagues and stakeholders, using your authority as a senior member of the team.</p> <p>Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators. Will be expected to make positive relationships with parents, carers, colleagues from multi agencies, colleagues within their own home as well as those in homes across the county. Build relationships with visiting members and Inspectors and represent the home in a professional manner.</p> <p>Required to make positive relationships with Colleagues from multi agencies, colleagues within their own home as well as those in homes across the county. Build relationships with visiting members and Inspectors and represent the home in a professional manner.</p> <p>Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.</p> <p>As an employee, create a positive image of the County Council.</p>
5	<p><b>Decisions and consequences</b></p> <p>In the absence of a senior colleague will be required to undertake a risk assessment and make immediate decisions in order to manage safely the needs of the child.</p> <p>You will be required to make decisions that will include discretion in the allocation of tasks, resources and services, using your knowledge skills and experience, based on your interpretation, assessment and evaluation of a situation.</p> <p>You will be expected to make recommendations for service operational improvement to enhance the smooth running of the service, enhance the experiences of children and young people and take a lead role in the implementation of any subsequent decision made at the Home's management team level.</p> <p>As shift leader, including out of hours, you will need to make dynamic assessments and decisions in the absence of senior managers, but will have recourse to the on call manager support where major decisions or notifications are required.</p> <p>Operate frameworks for Quality Assurance, using agreed appropriate performance standards and review processes and make suggestions on how systems and processes could be more efficient and effective.</p>
6	<p><b>Resources</b></p> <p>Ensure the way in which resources within the area of responsibility are managed reflects the agreed culture and style and standing orders of the County Council.</p>

	<p>Will be responsible for cash handling, personal possessions of the children and the equipment and resources within the unit. You will be required to be responsible for the accurate handling and security of petty cash, imprest and other cash valuables in excess of £100.00 per day.</p> <p>Will be responsible on a daily basis for the monitoring and replacement of equipment and materials necessary for the effective and safe running of the home. You will be responsible for recommending any larger purchases for example where health and safety matters arise.</p> <p>In the absence of a senior member of staff the post holder will assume full responsibility of the home, safety and well-being of children and young people, the building, grounds and resources.</p> <p>Take responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies to achieve improved cost effectiveness.</p> <p>Ensure Council resources are optimised and utilised effectively and efficiently.</p>
7	<p><b>Work environment</b></p> <p><b>Work demands</b></p> <p>To effectively plan shifts and work priorities, responding positively to unexpected changes in a timely manner, which may occur on a daily basis and be difficult to predict. This may include the emergency admission of a young person, sudden escalations in behaviour, constantly changing health needs of children and young people or acute staffing crises.</p> <p>Require the ability to produce and maintain accurate records and reports. To ensure information on the electronic case management system is maintained accurately and up to date.</p> <p>Maintain accurate records of children's progress and complete all relevant documentation in line with best practice, current policy and legislation. This includes using manual and computerised records.</p> <p><b>Physical demands</b></p> <p>This is a physically demanding role. Will be required to undertake moving and handling of young people, including physical restraints where required. Other physical demands include bending, crouching, stretching, reaching, pulling, pushing and twisting.</p> <p>Will be involved in physical play activities and due to the level of vulnerability will be required to provide 1:1 support to a child or young person whilst out in the community.</p> <p>Be expected to partake in physical activities with the young person i.e. sports, bike riding and to take the young people on holidays and day excursions.</p> <p>Will be required to undertake housekeeping duties such as cleaning; cooking and weekly shopping. The post holder will be required to undertake deep-cleaning of bedrooms and communal areas of the home, change and make beds and laundry</p>

	<p>tasks; whilst ensuring a highly personalised environment for children and young people is created and maintained.</p> <p><b>Working conditions</b> Undertake the care of children and young people which will involve the contact with and/or safe handling of bodily fluids. You will be subject to other difficult or unpleasant conditions depending on the nature and needs of the children and young people in residence.</p> <p><b>Work context</b> Will be exposed to substantial risk of challenging behaviour by the children using the service and will be involved with the management of this. This will include the regular requirement to deal with verbal and physical aggression and unpleasant surroundings/conditions.</p>
8	<p><b>Knowledge and skills</b> To consistently prepare for and attend supervision and appraisal.</p> <p>To attend, lead and actively contribute to team meetings.</p> <p>Will be required to be proactive and accountable for their own learning and development within the parameters of the Homes and the County Councils training programme.</p> <p>Will be required to maintain a portfolio of continuous professional development. Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice. In practice, you will be required to utilise these skills and knowledge, to interpret, assess and evaluate the potential consequences to decisions you make.</p> <p>You will require the knowledge and skills, equating to managerial/professional education or experience that enable you to be accountable for day to day decision making.</p> <p>Will be able to undertake advanced pieces of work that require detailed knowledge and skills of the service and will include the giving of professional advice and support to others.</p>

**PERSON SPECIFICATION**

Requirements	Where identified*	Essential	Desirable
Required to undertake Level 3 Diploma in Residential Care. To comply with Children's Homes Regulations, the diploma must be completed within two years of the commencement in post.	A – if completed or started I – commitment to undertake following appointment	Y	
Be prepared to complete Level 5 Leadership and Management Award	I	Y	
Have an understanding of Health and Safety.	A and I		Y
Have knowledge and understanding of the impact of neglect, emotional, physical and sexual abuse has on young people.	A and I		Y
Have knowledge and understanding of the impact a disability has on a young person.	A and I		Y
Proficient information and IT skills to enable effective communication with internal and external agencies.	A and T	Y	
The post holder will be expected to be able to apply theory to practice.	A and I		Y
To be a key team player and work closely with staff members and specialist workers from other agencies and organisations.	A, T and I	Y	

The Postholder will require excellent written and oral communication.	A, T and I	Y	
Ability to produce and maintain accurate records and reports.	A		Y
Knowledge of child development.	A and I		Y
Knowledge of Safeguarding and risk management.	A and I		Y
Positive attitude to the promotion of diversity and equal opportunities.	A and I		Y
Post holders should be comfortable working with ambiguity and uncertainty.	A and I		Y
To have strong directional Leadership skills and experience which will inspire, support and motivate others	A, I and T	Y	
To have a working knowledge of the Children's Homes Regulations and quality Standards (2015) and how these apply in practice.	A and I		Y
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English.	A, I, P and T	Y	
To hold a full current valid driving License	A	Y	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation



## **GENERAL**

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.