

<b>JOB DESCRIPTION &amp; PERSON SPECIFICATION</b>	
<b>Director Area:</b> Children's Services	<b>Job Ref Number:</b> 03654
<b>Service Area:</b> Regulated Services	<b>Grade:</b> G6
<b>Job Title:</b> Residential Care Officer Level 1	
<b>PURPOSE OF JOB:</b> To be part of a Residential Care Team that works collaboratively in order to support the delivery of highly personalised, quality care to children and young people in a homely environment.	
<b>TEAM STRUCTURE:</b> <div style="text-align: center; margin: 20px 0;"> <pre> graph TD     RM[Registered Manager] --- DM[Deputy Manager]     DM --- RCO3[RCO3]     DM --- RCO2[RCO2]     DM --- RCO1[RCO1]     DM --- Relief[Relief RCO1]     DM --- SS[Support staff]           </pre> </div>	
<b>MAIN DUTIES:</b> 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.
2	Undertake specific responsibilities that maintain and improve the service and functioning of the home. These duties will be carried out within the relevant legislation and regulatory requirements. Maintain monitoring and administrative systems and participate in departmental monitoring and evaluation processes.
3	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.
4	Encourage and enable children to achieve their maximum potential whilst allowing them to assume responsibility for their actions commensurate with their age, ability and aptitude
5	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.
6	<p>*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> <p><i>Children with disabilities Homes, in addition to the above:*</i></p>
7	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).
8	<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>Be capable of asserting oneself and supporting colleagues when dealing with difficult situations to ensure that any challenging behavior is dealt with effectively and without injury to the child, self and others. Comply with policy and procedures appertaining to security issues. Ensuring all such incidents are clearly recorded meeting the expectations and requirements to meet Ofsted regulations.</p>
9	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).
10	Within the scope of their role the post holder will be involved in the development of the service, to undertake reviews and make suggestions on how systems and processes could be more efficient and effective.
11	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.
12	<p>In the absence of a senior member of staff, i.e. whilst for example the shift leader is on an outing or visit with a young person, the post holder will assume full responsibility of the home for that period of time, safety and well-being of children and young people, the building, grounds and resources, will be able to seek telephone advice, support and guidance, from the shift leader in the event of an emergency, the shift leader remains ultimately accountable.</p> <p>Will be required to maintain environmental health standards when working in the kitchen.</p>
13	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies to achieve improved cost effectiveness.
14	Take responsibility for specific areas of work and to provide written updates and analysis in respect of progress and findings.
15	Work within the whole range of the Home's operating hours, including weekends, bank holidays, waking night duty, sleep in duties.
16	Be expected to take part in planned transfers/job exchanges within the Directorate as part of own development and to contribute towards improving and supporting service delivery.

17	<p>In negotiation and with the relevant qualifications and experience may be required to act up in the capacity of Residential Care Officer level 2. This will involve taking responsibility for leading a shift and to support team members on duty in the delivery of care to children and young people.</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>The post holder will be responsible to mentor new employees during the induction period, and where appropriate thereafter.</p> <p>Once the post holder has completed their QCF3 in Children and Young People and are judged competent through the Appraisal process to undertake a supervisory role of new employees and Relief Workers.</p>
18	<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>Will need to work creatively and be flexible in their approach as children and young people's needs can constantly change.</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> <p>Work within policies and procedures and under the direction of other more senior staff</p>
19	<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 and present comprehensive reports.</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. To represent the home in a professional manner at all times.</p> <p>As an employee, create a positive image of the County Council.</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>
20	<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. You will be accountable for agreed decision making at your level including those which have a low level cost to the service.</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> <p>Decisions made in relation to policies, practices and procedures should be reported to a more senior colleague for further advice, support and guidance, as they may impact on the care and wellbeing of the child. When in the role of acting up as shift leader the post holder will be able to seek support and advice from the On-Call Manager outside of office hours.</p> <p>Any errors should be identified quickly, e.g. the potential impact on the care and control of the young person. The post holder should act as a corporate parent and seek the appropriate advice and guidance at the earliest opportunity to safeguard the young person.</p>
21	<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 Home. This could include sums of money exceeding £500 when taking children on holiday.</p> <p>Ensure Council resources are optimised and utilised effectively and efficiently.</p>
22	<p>Subject to changing and conflicting priorities due to care plans, meetings and the changing needs of individual children or the group as a whole.</p> <p>Require the ability to produce and maintain accurate records and reports. To effectively manage the workload, demonstrate good time management that takes account of unavoidable interruptions and meeting changing demands.</p> <p>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>Be expected to partake and manage physical activities with the young people i.e. sports, bike riding and to take the young people on holidays and day excursions.</p> <p>This is a physically demanding role. Due to the diverse needs and potential aggressive nature of the young people within the homes the work regularly requires intense physical effort.</p> <p>This would include: Physical interventions, standing, walking and taking part in activities, including sports.</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>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 tasks; whilst ensuring a highly personalised environment for children and young people is created and maintained.</p>

	<p>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>Will be exposed to substantial risk of challenging behaviour by the children using the service and will be involved with the management of this.</p> <p>Aggression and abuse (physical, verbal and psychological) is an identified risk to the post holder. These potential and actual threats generate high levels of personal anxiety and stress. The risk is therefore classified as substantial.</p>
23	<p>Ability to complete QCF Diploma Level 3 in Residential Child Care as per national standards (29.5) within 2 years of commencement.</p> <p>Were require to complete all required qualifications in Trauma informed Practice</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>To consistently prepare for and attend supervision and appraisal.</p> <p>To attend 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.</p> <p>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.</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	
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
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, 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.