

POST TITLE	RESIDENTIAL CARE OFFICER
DIVISION / SECTION	CHILDREN'S SERVICES
DEPARTMENT	COMMUNITIES AND FAMILIES
RESPONSIBLE TO	TEAM LEADER
NUMBER OF POST HOLDERS	>200
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

To work as part of a team of residential staff providing services to young people from our residential settings. These services may include the following functions: residential services, emergency admissions, outreach and respite, throughcare and aftercare, secure care and services for young people with disabilities. Some of the work will be undertaken out with the residential setting.

Ensuring the safe and continued operation of services in the absence of Team Leader/ Assistant Team Leaders, contributing to the development and maintenance of a nurturing environment in which the needs of young people, including physical, emotional, psychological, cultural and educational are paramount.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Responsible for delivering a high quality service and outcomes for young people and families. Report to the Team Leader/Assistant Team Leader as required and take effective action in relation to the immediate care and safety of young people.
- To meet needs, manage risk, implement risk management plans to reduce risk to young people and others, and operate in accordance with statutory duties and council policy and procedure.
- When required undertake the role of key worker, ensuring tasks assigned by the lead professional via the child plan are complete and that young person's views are heard and taken into account.
- Ensure adherence to unit procedures in relation to e.g. administration, business process, health and safety, operation of petty cash process.
- To contribute to the ongoing comprehensive system of assessment and individual care planning and when appropriate provide reports and attend the requisite meetings such as Children's Hearing, Care Planning Meetings, Child Care Reviews and other formal meetings.
- To work within the established child protection guidance and promote the wellbeing and safety of young people at all times.
- To support young people in their use of social media. To keep up to date with latest trends, research and issues relating to IT matters.
- To work with the young person, their family, the lead professional and any other relevant professional when required in the community, prior to, during and after leaving accommodation.
- To participate in routine domestic and maintenance activities providing and maintaining a nurturing environment. This includes assisting in the day to day security of the building.
- To support young people to attend appropriate educational/work facilities and contribute to the development of a learning culture within the residential service.
- To advocate on behalf of young people and to support them to access independent advocacy services when they request this. Enabling them to participate in the development of the service

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and at a wider level the development of Council services, ensuring they are able to understand their rights and how to complain about the services being provided to them.

- To ensure, in conjunction with colleagues, that all Health and Safety legislation and guidance is complied with and that the required assessments, drills and procedures are fully understood and actioned.
- To undertake additional tasks as directed by the Team Leader/Assistant Team Leader as necessary for the safety and wellbeing of young people and staff.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- To provide practical and emotional support to young people across the full range of daily living experiences.
- To contribute to the development of new and innovative approaches in relation to residential services and to participate in research on key topics that are carried out in this field, both at a local and national level.
- Daily contact with young people and others relevant to them. Frequent contact with Team Leader/Assistant Team Leaders and lead professionals, including education, health, police, out of hours and third sector staff and other services working with young people and their families, ensuring positive outcomes and minimising risk.
- Continually assess the environment and the requirements of the young people accommodated. Exercise sound judgement in relation to the immediate care of young people and always consider how this will affect their wellbeing and safety.
- To take decisions on referring any child protection concerns to their line managers or in their absence to the lead professionals and in doing so making well informed judgements about immediate safety.
- As a key worker, prepare reports giving factual information and making appropriate recommendations with regard to the plans for individual young people.
- Hold appropriate qualifications for "Residential Child Care Workers" as laid down by the Scottish Social Services Council (SVQ3 Social Services (Children and Young People) and HNC Social Services). We will appoint staff who have only the optional SVQ elements to complete to achieve full qualification. In these circumstances, the staff member must be achieve this full qualification within 18 months. Initial registration with the SSSC is required within the timescales laid out and this registration must be maintained.
- Residential staff must maintain a working knowledge of a complex framework of legislation, and both national and Council policy and procedures required in the operation of residential care of young people.
- Take a high level of personal and professional responsibility for standards of practice, performance of residential staff and outcomes for young people and families.
- Under the direction of managers, manage the work environment in a way that assists the implementation of agreed practice models e.g. Attachment Informed practice.

ENVIRONMENT

- Contribute to the delivery of a high quality residential care service to young people placed within their unit. Resolve any issues arising from competing need and risk within the resident group on a day to day basis, reporting any significant issues to the Team Leader/Assistant Team Leader.
- Spending the majority of time in contact with young people can regularly be challenging as staff will have to respond to a range of difficult behaviours including physical aggression. They will manage these in accordance with agreed systems including CALM.
- May be required to visit the homes of families and to attend Children's Hearings, reviews and planning meetings. May also spend time outside, e.g. excursions, attending various appointments.
- Spending a significant amount of time in contact with young people in the services who may have a range of physiological, social, emotional and educational difficulties. At times this may involve interaction with people exhibiting high levels of upset, anger, aggression or even physical threat.
- Will manage any day to day risks occurring in relation to young people or others within their residential unit, young person's home and community etc in accordance with agreed procedure.

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- On a daily basis comply with all procedures and guidance issued on health matters for young people particularly that related to the Administration of Medicine, feeding, personal care and manual handling.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

Will provide structured supervision to students undertaking a range of professional courses.

RESOURCES

The post will not normally be responsible for non-staffing budgets. They may however handle resources on a daily basis including spend of petty cash (up to the value of £200) and allocation of staffing resources. The post will have shared responsibility for the security of paper files and input on Council wide information systems.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and –
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).