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Co. Reg. Number 5564417

Position: Residential Support Worker

Line Manager: Shift Leader

INTRODUCTORY STATEMENT

This post represents the standards, authority, responsibility and accountability of a Residential Support Worker.

As Residential Support Worker, the post holder will assist the Shift Leaders and Deputy / Registered Manager(s) in the day-to-day functions of the home and care programmes for young people.

The role of the Residential Support Worker is an important one within ROC Northwest Ltd and as such provides an excellent opportunity for professional development within the company. ROC Northwest Ltd invests heavily in staff development and is committed to recruiting future Shift Leaders and Managers wherever possible from within its own ranks.

The core purpose of the role of the Residential Support Worker is to:

Assist the Shift Leaders, Deputy Manager and Registered Manager in providing an emotionally secure, consistent, warm, supportive and caring environment for the young people and to encourage their social, physical, emotional, intellectual and moral development so that they may realise their own potential. Furthermore, to work to high professional standards of care, control and supervision.

STANDARDS

This job description requires the post holder to perform his/her duty commensurate with the agreed standards for:

- Children's Homes – Quality Standards and Regulations
- The Children's Act
- Ofsted Framework and Regulations
- BILD – Autistic Spectrum Disorders

It is the responsibility of the post holder to be fully aware of the standards that ROC Northwest Ltd require in carrying out the duties in this job description.

TRAINING:

All staff are required to attend full induction training including Child Protection and Physical Intervention before commencing employment. This training will be provided at no cost to the employee. A level 3 diploma in Health & Social Care – Children and Young people is desirable, if not completed all Residential Support Worker must achieve this within 2 years of commencing post, unless they already hold an appropriate qualification.

AUTHORITY

The post holder has delegated authority from the General Manager via the Registered / Deputy Manager to carry out his/her duties as a Residential Support Worker for ROC Northwest Ltd in one of its homes. The authority is within that laid down in the company's policies, procedures and routines, and agreed line management structure. If at any time the post holder is unsure of the authority that he/she has to carry out his/her role(s) he/she should discuss the matter in the first instance with his/her line manager.

RESPONSIBILITY

Within the framework of ROC Northwest Ltd's Statement of Purpose and policies, procedures and routines, the responsibilities of the Residential Support Worker are set out below and are common to all members of care staff teams who work on-line with young people.

ROTA/SHIFT PATTERN

The role is based on a 42 hour week, on a rota basis, with a variety of shifts ranging from 3 hours to 14 hours per day, covering the period of 8.30am to 10.30pm 7 days a week. (Some shifts may commence before 8.30am).

The Residential Support Worker is responsible for:

1. Planning for Care

Induction of each young person - Assisting or leading (if key worker) in the identification and assessment of a young person's needs, including responsibility for assisting with the writing (or taking a lead role in writing) and implementation of the individual learning, care and health placement plan (s).

Induction of each young person - Ensuring that each young person is made aware, and guided through, the services that they can expect from the home, including:

- who their key worker will be;
- how they will be cared for;
- the contents of their individual placement plan, including targets;
- routines and procedures of the home; and if applicable
- who they are likely to share with.

Relationships - Developing and sustaining professional, positive and constructive relationships with each young person in order to meet his/her social, moral, intellectual, physical and emotional needs in accordance with agreed policy, procedures and routines of ROC Northwest Ltd.

Support for the young person - Ensuring that each young person receives a high level and quality of individual support throughout his/her time in the home. Furthermore, that such support is professional and in accordance with agreed policy, procedures and routines of ROC Northwest Ltd.

Monitoring progress - Assisting or leading (if key worker) in the monitoring and review of each young person's needs and development on a regular basis during his/her stay in the home, including;

- Making suggestions and recommendations for amendments to the placement plan resulting from any progress or lack of it;
- Writing or contributing to the writing of review progress reports
- Attending review meetings as and when required.

Contacts - Assisting other members of the care staff team or assuming a lead role (if key worker) in ensuring that each young person has every opportunity to have regular contact with and visits from parents, guardians, relatives and friends in accordance with agreed policy, procedures and routines of ROC Northwest Ltd.

Exit strategy - Assisting other members of the care staff team or taking a lead role (if key worker) in preparing a young person for leaving the home in a planned and sensitive manner, either to move to another children's home, to return to their own home and/ or to enter the world of work or further training.

Quality of Care

Care - Ensuring that the provision for the care of the young person (s), including his/her general health and personal hygiene, is maintained at a consistently high standard.

Health - Assisting other members of the care staff team or taking a lead role (if key worker) in ensuring that each young person's health needs are identified and services are provided to meet them, and that each young person's good health is promoted and safeguarded by the home's procedures and routines for administering medicines and providing treatment.

Diet and nutrition - Ensuring that each young person has the opportunity, and is actively encouraged, to enjoy healthy, nutritious meals that meet his/her dietary needs, including the opportunity to plan, shop and prepare meals.

Meal times - Assisting with the shopping, preparation, cooking and serving of meals in the home, as well as the clearing-up, washing and storing of crockery and utensils.

Clothing and personal effects - Ensuring that each young person is encouraged and enabled to choose his/her own clothes and personal requisites and have these needs fully met.

Privacy and Confidentiality - Ensuring that each young person's privacy is respected and that information personal to him/her is confidentially handled.

Young person's views - Ensuring that each young person has the opportunity to make decisions about his/her life and to have a voice and to be heard in matters affecting the way the home is run. ***(ROC Northwest Ltd do not assume that any young person in their care is unable to communicate his/her view).***

Education - Actively assist other members of the care staff team or take a lead role (if key worker) in positively encouraging each young person to continue with his/her education (regardless of your own positive or negative experiences of schooling or education).

To guide and encourage each young person to see the value and importance of education and learning, not just in terms of preparation for adulthood but also for personal interest and as a life long skill.

Liaison (with approval of the registered manager) with Education Department Officers. School or other training providers regarding the education provision of young people in the home.

Activities - Assisting in the planning, organisation, supervision and participation of social and recreational activities for each young person in the home.

Ensuring that each young person is able to pursue his/her particular interest - subject to availability of specialist facilities locally - to develop confidence in his/her skills, and is supported and encouraged by staff to engage in leisure activities.

Maintenance - Assisting other members of the care staff team in the maintenance of a healthy environment. For example: maintaining high standards of hygiene and cleanliness within the house, including the maintenance of all fabrics, fittings, fixtures and furniture.

Assisting with the general cleaning, tidying and up keep of the whole house.

Complaints and Protection

Responsible for:

Complaints - Ensuring that any complaint by a young person is dealt with in a professional and objective manner, without undue delay, and in accordance with the line management structure, policies, procedures and routines of ROC Northwest Ltd. Furthermore, that the person making the complaint is kept informed of progress while the matter is being dealt with.

Welfare - Promoting the welfare of the young person and protecting him/her from abuse. Furthermore, to respond quickly and appropriately to any allegation or suspicion of abuse in accordance with agreed policy, procedures and routines of ROC Northwest Ltd and any associated legislation,

Bullying - Ensuring that each young person is protected from bullying and is well supported if bullied. Furthermore, that all forms of bullying are treated seriously and dealt with immediately and sensitively with the agreement of the victim.

Missing from Home /AWOA - Ensuring that any young person who is missing or absent without authority is protected and responded to positively on his/her return in accordance with the written guidance in the Quality standards and our policy and procedure.

Child Protection - Ensuring that all significant events relating to the protection of a young person accommodated in the home are notified by the registered person of the home to the appropriate authorities.

Care and control

Appropriate relationships - Ensuring that young persons have the opportunity to enjoy proper and appropriate relationships with you and other members of the care staff team based on role and responsibility, honesty and mutual respect.

Acceptable behavior - Ensuring that each young person is assisted to develop socially acceptable behaviour through encouragement of acceptable behaviours, and through your CONSTRUCTIVE and CONSISTENT response to any inappropriate behaviour.

Community relations. - Assisting other members of the care staff team in fostering good relationships with the local community, with particular concern for the needs of the young people in the house.

Key worker - The overall welfare of a young person. (If applicable)

Environment

Privacy. - Ensuring that a young person's privacy is protected when washing or bathing.

Health and safety - Assisting other members of the care staff team in monitoring conditions in the home to ensure that the environment is physically safe and secure at all times for the young person. Furthermore, to report all health and safety issues to the registered manager through agreed line management structures, and in accordance with risk assessment and other policies, procedures and routines of ROC Northwest Ltd.

Staffing

Communication - Working closely and cooperating with all other members of care staff to ensure accurate and efficient communication and team work.

Training - To assist with the online training of new staff in care staff procedure and routines in the home.

Continuing Professional development - Attending scheduled staff training courses, and others courses as and when required and directed by line managers of ROC Northwest Ltd.

Management and Administration

Meetings - Attending meetings as required.

Supervision - Preparation, attendance and full participation in supervision sessions with the House manager on a fortnightly/monthly basis.

Records - Keeping accurate, legible and up to date professional records. To adhere to all reporting procedures, routines and timelines for submission, ensuring that written reports are proof read and cross checked for errors by colleagues prior filing or handing in to Shift Leader, Trainee Manager or Registered Manager.

Sleep-in - Sleep-in duties as part of the scheduled rota, and to cover on occasions for other sleep-ins as and when the need arises.

Policy, procedures and routines - To comply with the requirements of ROC Northwest Ltd and related legislation concerning children including ensuring the maintenance of fire precautions, fire registers and fire drills and health and safety precautions including risk assessments.

Also: To carry out such duties as are required and as are commensurate with the grade of the post. This may include work in any of the registered homes or registered office of ROC Northwest Ltd.

ACCOUNTABILITY

In the first instance, the Residential Support Worker and Senior Residential Support Worker are directly accountable for the above responsibilities to his/her respective Deputy Manager(s), but ultimately to the General Manager and Directors of ROC Northwest Ltd.

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This job description sets out the standards, authority, responsibilities and accountability of the post at the time it was drawn up and should be seen as describing in more detail aspects of the quality Standards and regulations for Children's Homes set out in the latest edition of the Care Standards Act. Elements of this job description may be changed as part of the annual review of policies, procedures and routines of ROC Northwest Ltd.

This is a brief job synopsis. If you would like any further information please contact Head Office on the above contact details