

THE Y
(Leicester YMCA)
Job Description

Job Title	Residential Support Worker		Competency Level	2
Department	Housing	Site	Residential Children's home	
Salary	£22,693pa	Point	1	Grade B

Section A:	Basic Objectives of the Post
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To support children & young people in our care by providing an emotionally secure, consistent, warm, supportive and caring environment, using the principles of therapeutic parenting.

Key tasks to embed this approach within the role:

- Actively ensure the protection and safeguard the wellbeing of all children in our care.
- To positively contribute towards outstanding service delivery helping children to fulfil their potential, promotes their welfare and delivers positive outcomes in accordance with the Children's Home Regulations 2015.
- To create a welcoming domestic environment that is nurturing, safe and promotes the best outcomes for the children and young people living within
- To comply with internal administrative processes in keeping with the Children's Home Regulations 2015 & GDPR requirements, to a high standard.

Section B	Reporting To:
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Name: Louise Jordan

Position: Children's Home Deputy Manager

Section C:	Background Information for the Post
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The Y (Leicester YMCA) is a multi-faceted community organisation providing a range of community services to the people of Leicester and Leicestershire.

In 2018 The Y made the decision based on its experience of working with LAC and young people leaving care that there was a growing need to extend its services into the residential care sector for children and young people aged 7-18 through the setting up of its first children's home.

The home will provide medium to long-term placements for up to 3 children / young people at any one time.

The post of Residential Support Worker involves working as part of a team towards supporting each child living within the home to feel safe, build on their strengths and encourage them to meet their potential. We expect the post-holder to have professional curiosity about the behaviours a child may exhibit and be prepared to have empathy and compassion during challenging incidents and be able to apply firm consistent boundaries.

The team will be supported to operate using the principles of therapeutic parenting and trauma-informed approaches.

The Home is situated near to Leicester City Centre and is easily accessible by public transport.

Section D:	Staff Supervised
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None

Section E:	Duties and Responsibilities
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- 1. Actively ensure the protection and safeguarding the wellbeing of all children & young people in our care:**
 - Follow procedures for reporting concerns related to all aspects of safeguarding including, CSE, bullying, online safety, self-harm, missing protocols.
 - Act as a positive role model defining structures and boundaries of behaviour so the children understand appropriate and healthy behaviours
 - Protect each child / young person from the risks to their health, welfare and normal development both inside and outside the home.
- 2. To positively contribute towards outstanding service delivery helping children & young people to fulfil their potential, promotes their welfare and delivers positive outcomes in accordance with the Children's Home Regulations 2015.**

This will include:-

- Be equally responsible for ensuring you develop & maintain the experience, qualifications and skills to meet the needs of each child within the home &

continuity of care, including keeping up to date with relevant legislation and good practice.

- Be available for work as per staff rota's to ensure there are sufficient staff to provide care for each child including proper handovers between shifts
- Positively contribute to a team culture of high aspiration for children demonstrated through the care, resources and opportunities available to the children within the home.
- Actively participate in formal supervisions, appraisals, training and professional assessments to ensure you remain fit to carry out your role.

3. Contribute and promote effective service delivery that helps children & young people to fulfil their potential, promotes their welfare and delivers positive outcomes, this will include:

- Develop and sustain professional, positive and constructive relationship with each child, offering appropriate support to children facing particular crises and stresses through key-work, support reviews and care planning meetings
- Build mutual trust and respect with the children & young people in order that they will develop healthy responses to information and advice and be able to make informed choices
- Create and produce activities to occupy time and develop life skills, resilience and self-esteem on an informal basis
- Be accountable for the development, monitoring and implementing the care plan of each child you are assigned to, as well as contributing to the progress of all care plans whilst on shift
- Consult children / young people about their quality of care, wishes and feelings at every opportunity
- Attending to practical matters in relation to health, diet and nutrition and mealtimes e.g. shopping, preparation, cooking and serving of meals, and clearing up
- Attending and transporting the children/young people to various meetings including contact meetings, medical appointments etc.
- Positively participate in promoting a culture of support and social learning for each child which will involve delivering direct work with each child including life-story work
- Ensure that the children's specific needs are met, such as dietary requirements, religious observance and culturally significant activities.

- 4. To comply with internal administrative processes in keeping with the Children's Home Regulations 2015 & GDPR requirements to a high standard. This will include:**
 - Ensure all case records are accurate and kept up to date in line with policies on record keeping
 - Promote the rights of each child to read, and add information to, their records.
 - Adhering to GDPR regulations both inside and outside the home when discussing children & young people in your care
 - Report incidents as per The Y's incident reporting protocols and refer unusual or escalating occurrences to more senior colleagues
 - Participate in debriefs, shift handovers and maintain daily logs
- 5. To support robust partnership working with the wider system of professionals for each child/young person, including families, schools, health professionals and sustaining links with communities of origin.**
 - Use a collaborative approach to gaining support around the child / young person
 - To be able to professionally challenge and advocate on behalf of the child/young person
 - Having integrity to follow through on agreed actions and report on progress within agreed time-frames
- 6. To create a welcoming domestic environment that is nurturing, safe and promotes the best outcomes for the children and young people living within:**
 - Provide a warm welcome and introduction to the home for each child, including other children & young people within the home where appropriate in accordance with procedures
 - To actively promote the involvement of all children & young people and counter isolation of individuals by others, respond to all forms of bullying immediately and sensitively
 - Supporting and encouraging children & young people to personalise their bedrooms
 - Protect the child / young person's right to privacy at all times

- Once structure and routines are agreed, implement consistently whilst on shift and respect the assignment of small items for a child / young person's sole use e.g. mugs, cups, towels etc.
- Undertake routine health & safety checks as instructed e.g. fridge / freezer temperature checks and report any changes to the condition of the home to ensure the environment is physically safe and secure at all times; report all Health & Safety Issues to the Registered Manager.

7. To carry out any other duties that may from time to time become necessary and fall within the scope of the job

2. Functional Links:	List of the most important contacts necessary to carry out the job
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Internal

Develop and maintain professional working relationships with Chief Executive, Deputy Chief Executive, Director of Accommodation, Care and Support, HR Manager, Property & Maintenance colleagues, all senior managers and support staff.

External

To endeavour to engage in positive relationships with:-

- Local Authorities
- Children & Young People's Service
- Local Community Police Officers
- Social Workers
- Parents/Carers
- Schools & other education providers
- Education and Health Professionals
- Any other voluntary or statutory organisations who work with children and young people.

Section F:	Other relevant matters This section lists any other important points about the job
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- The appointment requires working unsociable hours as part of a rota system which can include night waking shifts, sleep ins and weekend hours.
- This role requires the post holder to be based at the Children's Home
- This role requires a full UK driving licence and, access to own vehicle is preferred but not essential.
- This role requires post-holders to be at least 4 years older than the oldest child in the home, therefore the minimum age requirement for the post-holder is 22 years as per the Care Standards Act 2000.

THE Y
(Leicester YMCA)
Person Specification

Job Title	Residential Support Worker			Competency Level	2
Department	Housing	Site		Park House Children's Home	
Salary	£22,693	Point	1	Grade	B

	<i>Applicants will be required to evidence their ability to meet the following, through interview questions, supporting statement and CV content</i>	Essential	Desirable
Competency Based			
1	Communication skills. <ul style="list-style-type: none"> Excellent interpersonal skills and written and oral communication skills Ability to produce written materials of a high standard, including minutes, reports, letters Ability to work professionally and courteously with a range of professionals both internal and external. Understand the need for confidentiality and discretion at all times, and maintaining professional boundaries To have a high level of honesty and integrity Demonstrable IT skills Considers in advance the differing needs of others and adapts communication accordingly Explains and justifies point of view and objectively discusses options Resolves enquiries promptly and only refers to others when genuinely appropriate 	✓ ✓ ✓ ✓ ✓ ✓ ✓	
2	Equality & Diversity <ul style="list-style-type: none"> Actively demonstrates a commitment to promoting equality and diversity across the Home and organisation. Builds trust and communicates respect for others An understanding of and commitment to equal opportunities/valuing diversity and the ability to implement such a policy in all aspects of the work. Considers impact of own actions on others 	✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> • Deals with customers fairly and equitably 	✓	
3	Leadership <ul style="list-style-type: none"> • Ensures own targets are completed • Contributes to a supportive environment in order to underpin an effective service • Obtains and uses necessary information to make decisions • Demonstrates high personal standards as an example to others • Remains focussed when faced with difficult decisions. • Demonstrates high personal standards as an example to others 	✓ ✓ ✓ ✓ ✓ ✓	
4	Team Working <ul style="list-style-type: none"> • Co-operates with others • Asks colleagues for help when needed • Puts in extra effort to share the load willingly • Recognises that the way different departments, communities and cultures work are not the same • Responds positively to requests for help from internal and external partners, colleagues and children • Works with others to ensure tasks are complete 	✓ ✓ ✓ ✓ ✓ ✓	
5	Working within Legal Frameworks <ul style="list-style-type: none"> • To take responsibility for all legal requirements within own area of work • To follow organisational guidelines and policies on all legal issues • To protect self and others from associated risk 	✓ ✓ ✓	

Job Specific			
6	Qualifications <ul style="list-style-type: none"> • Minimum Level 3 Diploma for Residential Childcare or equivalent 	✓	

	Or a commitment to achieving within 2 years of appointment/ working in residential homes.		
7	Experience <ul style="list-style-type: none"> • Minimum of 1 years' experience within the last 5 years working in a residential home for young people, or, working in a supportive role with children/young people • Must have a clear understanding of issues affecting children who have experienced trauma • Have worked with children and have some understanding of child development 	✓ ✓	✓
8	Legislation To have an awareness of: <ul style="list-style-type: none"> • Safeguarding • GDPR • Equalities Act 2010 • The Children's Homes Regulations 2015 	✓ ✓	✓ ✓
9	Driving Licence and Own Transport <ul style="list-style-type: none"> • Current UK driving licence • Access to own vehicle 		✓ ✓
10	Other <ul style="list-style-type: none"> • Able to demonstrate resilience and emotional regulation in stressful situations • To be able to demonstrate compassion, empathy and professional curiosity towards children & young people in our care • To be able to work to a rota. 	✓ ✓ ✓	

THE Y
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Terms & Conditions

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1. **Hours of work**
The nature of the responsibilities make it impossible to define the hours of work but the basis is a five day working week consisting of not less than 40 hours including one hour each day for a meal. This includes working on a rota system which includes weekend, evening and overnight work.
2. **Annual Leave entitlement**
6.6 weeks including Bank Holidays
3. **Sick pay provision**

6 months - under 1 yr's service	1 week
1 yr - under 3 yrs' service	2 weeks
3yrs - under 4yrs' service	4 weeks
4 yrs - under 6yrs' service	8 weeks
Over 6yrs' service	10 weeks
4. **Pension**
All employees are eligible to be a member of The Y's pension scheme
5. **Period of termination notice offered and required**
Two weeks during six month probation period, thereafter one calendar month
6. **Conditions of appointment**
The appointment is subject to The Y receiving two satisfactory references a clear criminal background check (DBS) and the satisfactory completion of a six month probationary period

THE Y
(Leicester YMCA)
General Information

The Y's Vision, Mission and Values

Vision

Every child, young person and young adult has access to safe accommodation with personalised support that enables lasting changes in their lives.

Mission

To be the leading provider of supported accommodation for young adults within the East Midlands. Supporting, empowering and enriching their lives by engaging them in education, employment, Training, health services, arts and sports.

Values

Support

Every young adult should have a safe place to live.

Empower

Every young adult is entitled to a chance to improve their lives.

Enrich

Every young adult should be entitled to a range of inspiring opportunities.

To be a community organisation that has Christian values at our core.

Scale & Impact

- In order to do this job the person needs to be flexible and adaptable
- Actively participate in supervision, training and commitment to continued professional development.
- To be tolerant of unusual and/or unsociable behaviour and have the ability to enforce clear boundaries when required
- The Y is not responsible for paying travel expenses to and from work additionally The Y does not operate a relocation policy.

Equal Opportunities/Valuing Diversity

- All employees are required to work towards actively and positively promoting the Equal Opportunities/Valuing Diversity Policy of The Y. To advance the Y's ideology of the equal value of all persons and to appropriately challenge anyone who infringes upon the Equal Opportunities/Valuing Diversity Policy.

Health & Safety

- As far as is practicable employees are responsible for adhering to the Health and Safety requirements and shall not place themselves or any other member of staff, members of the public, volunteers or any other person in danger whilst at work.
- Employees should not interfere with or misuse any equipment provided for their use either contrary to any training you have received or any instructions given with equipment in the interests of health and safety. The Y shall not be liable for any loss or injury caused by any such interference or misuse.

Tobacco & Health

- The Y has a Smoke Free Policy which prohibits smoking in all Y premises. The post holder will be expected to comply with the Smoke Free Policy of the organisation.

Policies

- The Y has 10 main policies (Absence, Communication, Compliance, Conduct, Confidentiality, Finance, Health, Quality Assurance, Recruitment, and Safety). All employees are expected to familiarise themselves and work within these policies at all times. Park House has individual policies relevant to the home.

Safeguarding Children

- The Y actively promotes a 'safeguarding children culture' within the organisation in line with the Children's Act 2004. As such each employee is expected to carry out their role and responsibility in relation to a child/children's or vulnerable adults' welfare. We are committed to ensuring that all employees are supported in respect of their safeguarding children or vulnerable adult duties.