**Manchester City Council**

**Role Profile**

**Residential Child Care Worker, Grade 6**

**Residential Childcare Services Service, Children’s Services Directorate**

**Reports to: Registered Home Manager**

**Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will deliver high quality support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

**Key Role Accountabilities:**

Establish and maintain relationships with service users to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual’s needs and ensure positive outcomes.

Provide support and advice to service users which provide the opportunity to engage with appropriate local and national organised and community based services.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce plans that use service users individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

To provide a safe warm, caring and stable environment for those children and young people between 11 – 17 years whom residential accommodation is the preferred or necessary option. To create a culture and ethos within the home in which the needs of the young people are paramount, and they are encouraged to develop, mature and grow.

**Main areas of responsibility:**

* Assist in ensuring a safe, secure and accepting environment for children and young people is maintained
* Participate in the assessment of each child’s/young person’s needs and regular reviewing individual care plans/programmes .
* Receive children/young people admitted to the residential home in a sensitive/caring manner.
* Confident and able to develop and maintain good relationships with parents/family of young people.
* Ensure that the wishes and feelings of children/people are taken into account in all matters relating to their daily care, appropriate to their age and understanding.
* Maintain appropriate records on each child/young person and prepare written reports as required by service practice.
* Encourage individuals to accept responsibility for their self-care, personal growth and development appropriate to their age.
* Ensure that good health is promoted and that the health needs of young people are identified and services provided to meet these needs.
* Liaise and work effectively with colleagues, other agencies and service users in the interests of young people to maintain their placement at home safely.
* Actively support young people enabling them to make successful and positive choices about their futures.
* Ensure the welfare of young people is promoted, that they are protected from abuse and that an appropriate response is made to any allegation or suspicion of abuse or neglect.
* Encourage and motivate young people to develop interests and leisure activities which can be sustained in the family home.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **Planning and Organising:** Demonstrate excellent judgement skills under competing priorities and pressure
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Administrative Skills:** Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings. Ability to develop and maintain effective systems in a rapidly changing environment.

**Technical Requirements (Role Specific)**

* Qualification:The post holder will be required to hold the Diploma Level 3 in working with Children and Young People in Residential Care or its equivalent. Or be willing and able to undertake the Diploma Level 3 in working with Children and young people within 6 months of being appointed.
* To work as part of a rota, including regular sleep-in duties, weekends and evenings as required (these arrangements may be subject to change at short notice). To work a flexible rota to take account of varying demands made upon the children’s home at different times.
* Willingness to apply for a DBS (Disclosure and Barring Service) check
* Hold an up to date nationally recognised certificate in the use of physical intervention and restraint and as approved by Children’s Residential Service.
* Hold current and up to date training certificates demonstrating satisfactory completion of mandatory training as required by the Children’s Homes Regulations.
* The role holder will need to demonstrate personal and emotional resilience in order to meet the needs and work with children who exhibit complex and challenging behaviour.