Grading
Job Description and Employee Specification

Job title: Residential Officer	**Service area**: **Children and Families**
Post number:	**Division:** **Childrens Provision**
Grade: 7	**Section/team**: **Children's Residential Care**

Overall purpose of job:

Provide services and care to children and young people accommodated or supported by North Lincolnshire Council Children's Services with a commitment to North Lincolnshire Children's Service's values and work as part of a team to meet the care needs of an identified group of children/young people being expected to work towards the maintenance of the highest professional standards of social care practice. You will ensure that the aims and objectives of the One Family Model are met.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main Responsibilities:

- Undertake keyworker responsibilities in relation to the individual. This will include working in partnership with the young person, their family/carer(s) and other support agencies.
- Keyworkers will also be expected to prepare relevant reports as well as generally manage the implementation and maintenance of a care and education plan.
- Engage and develop appropriate relationships with young people assessed as needing the service and remain with them throughout their involvement with the service
- Promote communication with young people, parents/carers and other professionals and advocate for the young person as required
- Promote the well-being of all young people, parent/carers within a professional framework in a sensitive & caring manner, affording them dignity and respect ·
- Work at all times in partnership with young people, their families, professionals and other partners to identify positive solutions to current issues.
- Work in a flexible pattern of shifts over a period of a rota and participate in sleepover duties and extraneous hours of duty as required.
- Ensure that administrative tasks are completed i.e. Updating case files, diary sheets etc. ·
- Attend all meetings as required ·

- Administer medicine to the required dosage in line with procedures.
- Manage day-to-day administration of petty cash.
- Ensure compliance with National Quality Standards, Children's Homes Regulations and Policy and Procedure in day-to-day practice as well as other statutory regulations as appropriate.
- Undertake duties commensurate with the responsibilities of the post in other parts of Children's Services as required.
- Ensure the Health and Safety of the premises is maintained.
- Liaise with local housing providers, landlords and NLC housing support team and NLC Care Leavers service to support young people involved in the One Family service to secure and maintain their own tenancies as required.
- Take part in regular, reflective supervision and appraisals to ensure both the delivery of a good quality service and personal and professional development.
- Attend any required training that will increase knowledge and proficiency in your specified area of work.
- Attend all team meetings and development days.
- Maintains detailed & accurate case records and case management systems in line with organisational policy and procedures and provides data required for local performance requirements.
- Deputise for deputy Manager when necessary.

Knowledge, skills and experience:

- Experience of working with Children young people and their parent/carers.
- NVQ level III (or equivalent) in a Childcare related subject
- Ability to engage children young people and their families/carers.
- Knowledge of relevant adolescent theories, parenting capacity, CSE CCE, neglect & family intervention theories and can put that knowledge and theory into practice.
- Ability to engage with resistant families.
- Report writing skills.
- Understanding of basic entitlements e.g., Benefits, housing, education.
- Knowledge of safeguarding and children in need procedures.
- Knowledge of relevant legislation/regulations, service standards, and both local and national guidance.
- Knowledge of Care Planning Regulations and guidance
- Knowledge of universal services including voluntary organisations and community groups.
- Have good task and time management skills.
- Ability to understand and manage risk facing behaviours in order to assess and manage risk positively.
- Has detailed knowledge and experience of and can produce detailed assessments, plans, review and outcome data within required standards and timeframes.
- Ability to deliver a programme of work confidently & work with a solution focused approach with families and partner agencies.

- The ability to transport yourself efficiently and effectively throughout North Lincolnshire to meet the needs of children in our care or receiving a service, attend meetings at other Children's Services establishments and undertake duties in other parts of the service as appropriate.

Creativity and innovation:

Post-holder must be able to create imaginative and challenging plans of work with young people, their parents/carers and other professionals in order to formulate positive solutions and remain living in family-based care.

Develop creative responses to complex scenarios arising from providing care and support to individuals and groups of children and young people with complex needs, including the flexible use of resources (including budgets, staff and facilities) to meet their needs.

Use interpersonal skills, empathy, and negotiation skills, in order to work with the young people.

Contribute creatively to the continuous improvement of services including proposals for development and negotiations with external agencies within delegated responsibilities

Contacts and relationships:

- Daily contact with line manager and other managers within the children's services.
- Daily contact with Service Managers/Hub Manager if required.
- Daily contact with children and young people, parent/carers, Social Workers and other partners in preparing, implementing, reviewing and evaluating interventions with children and young people.
- Daily contact with young people, children, parents/carers and significant others in completing the package of work.
- Inter-agency liaison for completing the work, assessing services and working groups.
- Daily contact with the team both internally and multi-agency with a view to obtaining optimum outcomes for children and care leavers and care leavers.

Decision making:

Day-to-day casework decisions.
· Day-to-day decisions around the basic organisation of the home whilst on duty.
· Planning and reviewing services to meet identified needs of children and young people.
· Emergency referrals and response whilst on duty.
· Health and Safety issues whilst on duty.
· Day-to-day financial and resource issues associated with the Home whilst on duty.
· Prioritises own workload and is responsible for meeting and adhering to deadlines and procedures

Responsibility for resources:

- Management responsibility for financial resources: All financial aspects of the home
- Responsible for personal communication equipment (laptop, mobile phone) to the value of £850. Based within the home for more than 50% of the time.
- Staff members on duty are responsible for the imprest is £3,500.00. This is shared between 4.
- £500 petty cash in the home which is shared between 4.

WORK ENVIRONMENT

Work demands:

Hours of work are as part of a 24-hour shift system, 365 days a year which includes evenings, weekends, Bank holidays, periods of festivities and overnight working. Responses are required to unplanned events and crisis as planned/unplanned referrals for accommodation or support.
This is a demanding post which involves the post holder in making important decisions instantaneously in a wide range of circumstances. Such decisions would include client-based issues, allocation of work, allocation of budget and tasks, use of resources etc.

Working to deadlines for Service Plans.

Physical demands:

Ability to get to appointments to cover the whole of the North Lincolnshire area and some out of county.
Lifting/moving furniture
To deploy team teach techniques as and when required, depending on the individual this
could be daily or less frequent.

Working conditions:

Working conditions will cover office base, children's residential homes, community based, young people's independent accommodation and in family/carers' homes. Post holder will be expected to work a 24-hour shift system, which includes evenings,
weekends and overnight working.

Work context:

- Post holder may work alone with young people.
- There are risks of violence, threats, verbal abuse, and drug/misuse including alcohol misuse challenging behaviour from parent/carers, young people and their associates.
- There is a risk of infection i.e., hepatitis, other contagious diseases or of infestation (scabies/lice) With risk assessments this will reduce the above risks.
- Working with families with high levels of conflict is physically and emotionally demanding.
- To be able to work in difficult disagreeable situations.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

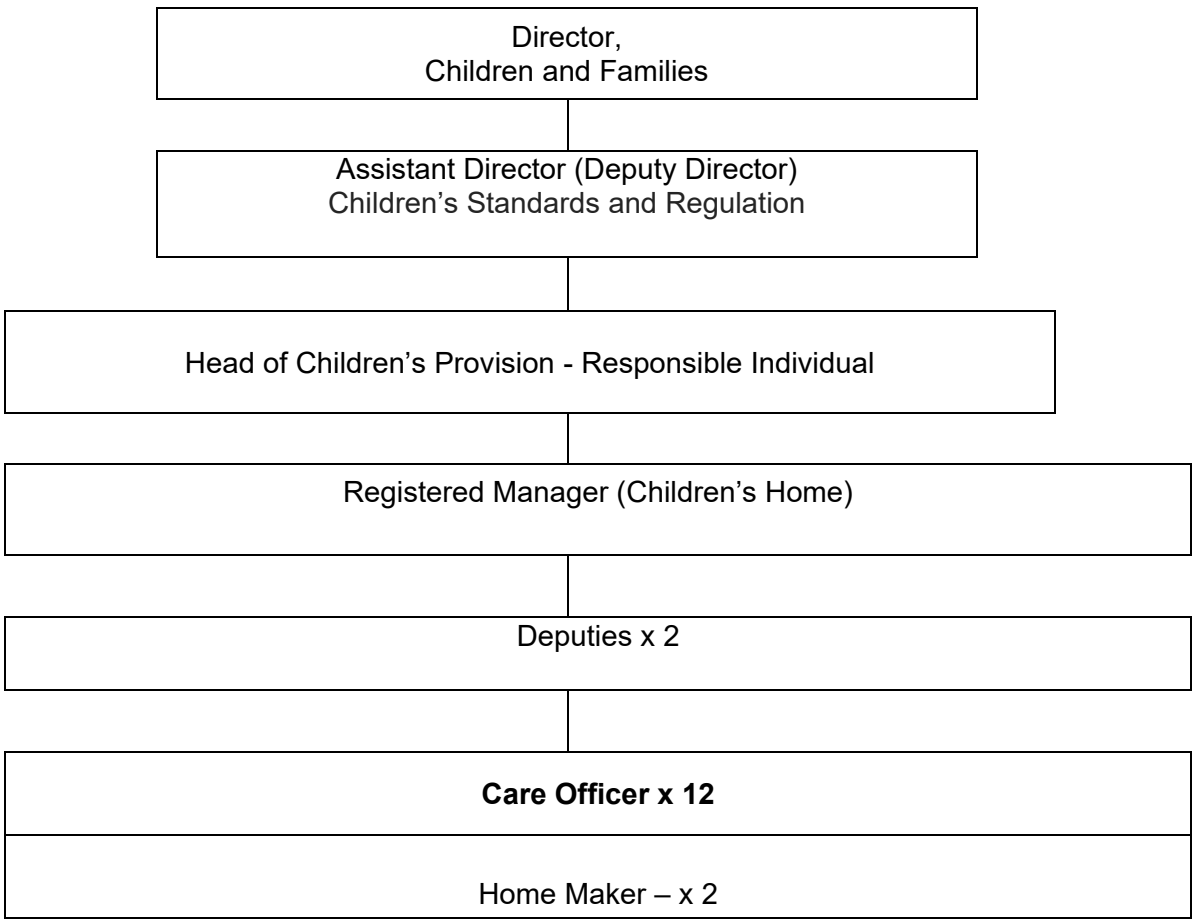
Are posts in more than one location? Yes ☐ No ☐
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No ☐

Please indicate which post(s)

_____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

ESSENTIAL CRITERIA	ASSESSED THROUGH:

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Knowledge, Skills and Experience	Application form (follow up at interview)

- Experience of working with Children young people and their parent/carers.
- Has detailed knowledge and experience of and can produce detailed assessments, plans, review and outcome data within required standards and timeframes.
- Ability to engage children young people and their families/carers.
- Knowledge of relevant adolescent theories, parenting capacity, CSE CCE, neglect & family intervention theories and can put that knowledge and theory into practice.
- Ability to engage with resistant families.
- Report writing skills.
- Understanding of basic entitlements e.g., Benefits, housing, education.
- Knowledge of safeguarding and children in need procedures.
- Knowledge of relevant legislation/regulations, service standards, and both local and national guidance.
- Knowledge of Care Planning Regulations and guidance
- Knowledge of universal services including voluntary organisations and community groups.
- Have good task and time management skills.
- Ability to understand and manage risk facing behaviours in order to assess and manage risk positively.
- Ability to deliver a programme of work confidently & work with a solution focused approach with families and partner agencies.
- Commitment to self-development · Ability to reflect on own practice · Confident, open, assertive, honest, fair, approachable, with integrity, resilient, able to work under pressure · Complete all relevant induction training · Complete all relevant on line E-Learning requirements · Complete all other relevant training related to your role including Data protection, Child Protection etc

Knowledge, Skills and Experience	Interview

- Experience of working with Children young people and their parent/carers.
- Has detailed knowledge and experience of and can produce detailed assessments, plans, review and outcome data within required standards and timeframes.
- Ability to engage children young people and their families/carers.
- Knowledge of relevant adolescent theories, parenting capacity, CSE CCE, neglect & family intervention theories and can put that knowledge and theory into practice
- Ability to engage with resistant families
- Report writing skills.
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- Knowledge of safeguarding and children in need procedures.
- Knowledge of relevant legislation/regulations, service standards, and both local and national guidance.
- Knowledge of Care Planning Regulations and guidance
- Knowledge of universal services including voluntary organisations and community groups.
- Have good task and time management skills

- Ability to understand and manage risk facing behaviours in order to assess and manage risk positively.
- Ability to deliver a programme of work confidently & work with a solution focused approach with families and partner agencies.
- Commitment to self-development · Ability to reflect on own practice · Confident, open, assertive, honest, fair, approachable, with integrity, resilient, able to work under pressure · Complete all relevant induction training · Complete all relevant online E-Learning requirements · Complete all other relevant training related to your role including Data protection, Child Protection etc.
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Education, Training and Qualifications	Original documents
NVQ level III (or equivalent) in a Childcare related subject	

Working Arrangements	Interview

- The ability to transport yourself efficiently and effectively throughout North Lincolnshire to meet the needs of children in our care or receiving a service, attend meetings at other Children's Services establishments and undertake duties in other parts of the service as appropriate.
- **Flexibility -** Able to work shift system including sleep-in duties, on call duty, weekends, evenings and bank holidays

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**

- Experience of working in a multi-agency arena
- Current childcare legislation, initiatives and research
- Knowledge of universal services including voluntary organisation and community groups
- Ability to present information effectively to a group of people.
- Ability to undertake additional senior tasks.
- Ability to prioritise tasks

Knowledge, Skills and Experience	Interview

Education, Training and Qualifications	Original documents

- NVQ IV or equivalent Recognised Social Work Qualification Evidence of other relevant training

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Working Arrangements	Interview
• Able to work across resource teams	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ✓	**No** ☐
Political restriction	
Yes ☐	**No** ✓
The ability to speak fluent English under the Immigration Act 2016	
Yes ✓	**No** ☐

• Version Control	
Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021