

# East Park

## Job Description

<b>Job Title:</b>	Senior Residential Support Worker
<b>Responsible to:</b>	Deputy Team Leader
<b>Responsible for:</b>	N/A
<b>Working Environment:</b>	Internal / External
<b>External Contacts:</b>	Various
<b>Date of Last Review:</b>	Oct 2022

### JOB PURPOSE

The Senior Residential Support Worker will:

- Support the Deputy Team Leader/Team Leader by co-ordinating and supervising the Residential Support Worker Team
- In keeping with *The Promise* and East Park's organisational values, work collaboratively with internal and external colleagues and partners, to ensure that, for all resident children and young people, East Park is a safe, loving and nurturing environment in which to live and learn.

### SPECIFIC SUPERVISORY RESPONSIBILITIES

- Support new staff during the induction period and provide '*on the job*' guidance throughout
- Support volunteers/ students on placement
- Facilitate 'hot' and 'cold' debriefs post-incident
- Undertake 'return to work' meetings with Residential Support Workers ensuring they are completed on the day of return to work
- Reconcile Accident and Incident logs daily
- Support the DTL/TL in the planning and delivery of the service, including shift coordination and delegation of key tasks.
- Act as a 'sounding board' and 'filter' to identify issues at an early stage and liaise with DTL/TL for advice and support
- Participate in PRD as requested by DTL/TL
- Participate in the identification of team members development/training needs with DTL/TL.
- Take a lead role in organising leisure activities, outings and 'special events' such as birthday parties for young people.
- Take a lead role in supporting colleagues to undertake the key worker role e.g. by supporting key workers to plan and evaluate young people's support needs; reviewing key workers activity plans, monthly progress reports etc

### KEY RESPONSIBILITIES

The main responsibilities of the Senior Residential Support Worker are to: -

- Children/Young People
- Parents and Families
- Colleagues
- Organisation
- Statutory Requirements

## CHILDREN AND YOUNG PEOPLE

- To assist in the preparation, delivery, review and up-dating of individual young people's Personal Support Plans, Quality of Life Outcomes, and Positive Behaviour Support Plans
- In the spirit of GIRFEC and *The Promise*, to work collaboratively with the internal and external Team Around the Child (TAC), to effectively implement any agreed strategies and programmes of support for the benefit of the young person.
- To record and report on individual progress and Quality of Life Outcomes.
- To develop and maintain a welcoming, loving and safe living environment where each child/young person can grow and develop and to encourage choice and ensure dignity and privacy for the child/young person in their living environment
- To take a young person-focussed approach and ensure young people's participation and views are sought in all areas of their daily life and future planning
- To communicate effectively with young people both verbally and using any agreed augmentative systems e.g., PECS, Board Maker, Makaton as indicated in the individual Personal Support Plan
- To support the specific needs of children/young people with autism spectrum disorder and ensure that the environment and activity planning meet these needs
- To promote and maintain appropriate peer and family relationships
- To safeguard and promote the welfare of the young people by cultivating a safer care environment
- To use a risk enablement approach to keeping children and young people safe and secure in all aspects of their care and support, whilst promoting independence and choice and expanding their experiences
- To enable children and young people to develop and use personal strengths and skills
- To integrate the principles of equality and diversity into all aspects of your work
- To be aware of the importance of spiritual growth as part of the child/young person's total development and to respect and support the child/young person's and family's beliefs
- To ensure that behaviour support is carried out in accordance with the agreed Positive Behaviour Support Plan and relevant East Park policies e.g., Reducing Restrictive Practice Policy
- To help maximise opportunities and facilitate young people to achieve all they can by making full use of resources
- To plan and organise leisure, play and community activities and to be actively involved in these pursuits
- To support children/young people in school, further education and in health settings as appropriate
- In collaboration with education colleagues, support young people's learning through the 24 hour curriculum
- To care for each person's personal possessions and clothing, encouraging freedom of choice and ensuring young people retain dignity through being dressed appropriately for age/fashion in liaison with their parents/carers
- To assist, as required, in the personal/intimate needs of each child/young person; bathing, washing, dressing and toileting as appropriate
- To respond to medical and dental needs and treatment as required and prescribed by a medical/dental practitioner
- To maintain accurate and appropriate records, effectively complete daily notes and diaries and provide written reports when required
- To write up, implement and participate in reviewing individual young people's Personal Support Plans, Quality of Life Outcomes, and Positive Behaviour Support Plans
- To attend regular review meetings including Key Team Meetings, Positive Behaviour Support Meetings etc

- To be responsible for children/young people's monies and to be accountable for keeping records of monies spent i.e., pocket money
- To prepare meals and undertake other domestic tasks (e.g. shopping, ironing) necessary for the running of the house

## **PARENTS AND FAMILIES**

- To be welcoming to young people's parents, close family and friends, maximising opportunities for continued and meaningful involvement in the young person's life.
- To maintain regular contact with parents and other family members and ensure communication meets agreed contact arrangements especially in relation to emergencies, accidents or incidents
- To work in partnership with parents and significant family members, sharing information, knowledge and skills especially in relation to Personal Support Plans and behavioural strategies
- To maintain professional boundaries with parents and other family members

## **COLLEAGUES**

- To work as a member of a team and be willing to be flexible with one another for the benefit of the children/young people
- To participate in regular team meetings.
- To work on a rota basis including day, evening, weekend, sleepover and night duties as required
- To adhere to the SSSC Code of Practice and maintain standards to meet requirements of the Care Inspectorate
- To accept delegated tasks and responsibilities and work within a framework of one's level of skill, experience and qualifications
- To assist colleagues to be valuable members of the team by recognising their level of knowledge, skill and experience; assisting them to identify areas for improvement and development and supporting them to develop the competencies required
- To advise Team Leader / Deputy Team Leader or other line manager of any concerns regarding work practices or performance of staff that may have a detrimental effect on children/young people or other team members
- To support new staff to the team by assisting with their orientation, ensure they have appropriate information about children/young and expectations of work practices
- To keep knowledge and skills up to date with on-going self-directed learning and professional development and to develop and maintain competencies, so ensuring professional effectiveness and accountability
- To communicate effectively with colleagues either verbally or using appropriate communication systems.

## **ORGANISATION**

- To maintain quality standards of care as set out by the Care Inspectorate and in accordance with SSSC Codes of Practice
- To maintain a safe environment for the children/young people, staff and visitors
- To ensure adherence to fire regulations and to standards of health and safety at work
- To adhere to East Park policies and procedures; be aware of the development of new policies and changes to existing policies as they are updated; and to take responsibility for acquainting oneself with these as appropriate
- To participate in staff training and other staff development activities that will enhance the skills required to carry out roles and tasks

- To promote and commit to East Park's organisational commitment to reducing restrictive practices.
- To participate in flexible working arrangements including night duty, sleepovers and shifts as required by the needs of the young people
- To be familiar with the On-call Information Folder and act appropriately if there are any unusual or unexpected events or emergencies
- To participate in PRD, personal objective setting and performance management programmes as appropriate with the Team Leader / Deputy Team Leader and/or Care Services Manager
- To manage physical resources including equipment, furniture and soft furnishings, ensure they are used appropriately and maintained in good condition, reporting damaged and broken items to the appropriate person in accordance with the repair/maintenance procedure
- To promote and uphold East Park's aims, objectives and values
- To participate in meetings, working parties and committees established to develop or review policies, procedures or initiatives to improve service delivery

### **MEETING STATUTORY RESPONSIBILITIES**

- To maintain standards as defined by the Care Inspectorate, Education Scotland, Scottish Social Services Council, National Autistic Society and CALM Training Services
- To keep accurate records, charts and other documentation as per East Park policy and Care Inspectorate guidance and requirements (e.g. medicines, contact sheets, daily notes)
- To report any suspicion of any form of abuse or suspected breach of the East Park Safeguarding Policies for Children and Vulnerable Adults
- To maintain statutory and contractual obligations as an employee of East Park
- To adhere to Health & Safety legislation and a risk management approach to identifying hazards and reducing risks

### **PROFESSIONAL RESPONSIBILITIES**

- To maintain registration with appropriate professional body and adhere to applicable codes of practice and statutory obligations (e.g., SSSC, NMC)
- To undertake mandatory training as required by East Park and the registering body (HNC, SVQ3/SVQ4)
- To keep personal knowledge and skills up to date as appropriate to the requirements for continued professional development and on-going registration
- It is in the nature of the work of East Park that tasks and responsibilities are in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks, which are not specifically covered in their job description, have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the staff member's job, the job description will be reviewed in consultation with the member of staff.

### **GENERAL RESPONSIBILITIES**

- Any other duties as directed by the Deputy Team Leader, Team Leader or SMT
- To comply with East Park's Safeguarding policies
- To comply with East Park's Health and Safety policy
- To comply with East Park's Equal Opportunities policy
- To promote Confidentiality as detailed in East Park's Code of Conduct policy
- Promote East Park at all times

- Treat both internal and external colleagues with respect and secure effective working relationships with all colleagues across East Park

Please note this is non-exhaustive.

# East Park Person Specification

**JOB TITLE:** **Senior Residential Support Worker**

KEY FACTORS	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Fully qualified in accordance with SSSC requirements i.e. SVQ3 and HNC or other equivalent or higher academic qualification/or other SSSC compliant professional qualification e.g. Registered Nurse/S&amp;LT etc.</li> <li>• Willingness to work towards SVQ4.</li> <li>• Registered with SSSC or other appropriate registration e.g. NMC</li> </ul>	<ul style="list-style-type: none"> <li>• HND or equivalent in a relevant subject.</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supporting children/young people with complex additional support needs including ASD.</li> <li>• Experience in education and/or residential care working environments.</li> <li>• Experience of implementing positive behaviour support in a consistent manner</li> <li>• Experience of using augmentative and alternative communication tools</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of staff supervision.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of children / young people's emotional / physical/wellbeing needs</li> <li>• Knowledge and commitment to children's rights</li> <li>• An understanding of the roles of a variety of disciplines working with children and young people e.g., social work, health, education</li> <li>• Knowledge of current childcare and child protection legislation and practice</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Trauma Informed Approaches</li> <li>• Knowledge of the principles of Positive Behaviour Support</li> </ul>

<p><b>Expertise Skills &amp;</b></p>	<ul style="list-style-type: none"> <li>• Effective at report writing</li> <li>• Organised approach to work - ability to plan and manage time effectively.</li> <li>• Adaptable and able to communicate at all levels.</li> <li>• Evidence of leadership qualities</li> <li>• Able to guide colleagues and be lead on shift</li> <li>• Empathetic and able to support colleagues with absence -related issues</li> <li>• Clear written and oral presentation skills</li> <li>• Accurate and effective record keeping</li> <li>• Sensitive to the needs of families with a child/young person with learning / physical disabilities / autism and ability to involve their family in care</li> <li>• Able to plan activities, take initiative and follow things through; be inventive of new games and activities</li> <li>• Able to demonstrate appropriate childcare skills with knowledge of how best to meet individual young people's needs</li> <li>• Ability to interact with, play with, chat with, and occupy child/young person in accordance with their ability and age</li> <li>• Able to work positively as part of a team</li> <li>• Ability to plan and manage time effectively</li> <li>• Able to follow procedures and adhere to guidelines</li> <li>• Understanding of safer care and risk enablement; enable young people to both feel and be safe whilst promoting independence and choice and expanding experiences</li> <li>• Ability to review risk management and intervention with a view to reducing restrictive practices</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to undertake homemaking tasks, i.e., cook, clean, iron</li> <li>• IT skills and knowledge of technology e.g. tablets</li> <li>• Ability to work with optimism, and realistic expectations</li> </ul>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Commitment to providing loving and nurturing support to young people</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to undertake any necessary training to update skills as and when required</li> </ul>

	<ul style="list-style-type: none"> <li>• A genuine commitment to equality and diversity</li> <li>• Diplomatic, courteous and professional manner when dealing with others</li> <li>• Ability to provide a positive role model for young people e.g. through own behaviour</li>   <li>• Enthusiastic, imaginative and energetic approach.</li> <li>• Reflective practitioner</li> <li>• Calmness and emotional resilience when working with young people with behaviour that challenges.</li> <li>• Positive attitude to support and supervision and professional development.</li> <li>• Sensitive to the needs and circumstances of young people, parents and colleagues.</li> <li>• Ability to deal with conflict sensitively and effectively</li> <li>• Consultative</li> <li>• Ability to motivate others to achieve objectives.</li> </ul>	
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Able to work unsociable hours, including day and night shifts, sleepovers and weekends</li> <li>• Flexibility in work settings – may be required to work at any East Park site</li> <li>• Physically fit and active; able to sustain energetic and enthusiastic participation, and carry out moving and handling / physical intervention</li> <li>• Commitment to continuous improvement and continued professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Clean driving licence and ability to drive East Park vehicles</li> </ul>