



JOB TITLE: Residential Support Worker (RSW)

THE ORGANISATION

Solis MMC Children's Services, in partnership with Solis Trust, was established in 2005 and provides responsive, quality services to children and families who are assessed as being in need. We do so through the provision of a continuum of services that integrates emergency residential respite, medium and long-term children's residential homes and community based services.

Solis MMC is committed to developing solution focused services for young people and families.

OVERVIEW OF ROLE

In developing this Job Description we are cognisant of National Standards for Residential Children's Centres, our need to comply with these standards and the need to focus the role of the Residential Support Worker on ensuring our compliance with the said standards.

The role of the Residential Support Worker (Hereafter referred to as RSW) is to work directly with children while contributing to the day-to-day running of the residential centre. The RSW will retain an integral practice role and ensure that the highest quality of care is provided to young people. The role will also require administrative duties as well as responsibilities pertaining to the progression, practice and implementation of Placement Plan objectives for young people, ensuring that they are receiving the agreed quality and quantity services. The RSW will be accountable for the centre functioning in the absence of the Centre Manager or Shift CoOrdinator (SCO).

DUTIES AND RESPONSIBILITES

The duties and responsibilities of the RSW are outlined below and have been identified based on the National Standards for Children's Residential Centres (2001), through which all residential centres are regulated as previously mentioned.

1. PURPOSE AND FUNCTION

1.1. The RSW will keep abreast of the National Standards for Children's Residential Centres (2001), the concomitant organisational Policies and Procedures and all associated national policy and legislation ensuring that they are competent and confident in adhering to this in daily practice. Supporting literature will be regularly reviewed via the supervision and Team Meeting process.

1.2. The RSW will ensure that the centres Statement of Purpose and Function is actualised in daily practice and have a full working knowledge of the expectations of this statement.

1.5. The RSW will present themselves as a role model to children and mentor to new staff at all times and reflect the implement of the Purpose & Function.

2. MANAGEMENT AND STAFFING

Management

2.1. In the event of the Centre Manager's or SCO absence, the RSW will be responsible for the functioning of the residential centre. This may entail being accountable for additional duties and reporting to the Centre Manager in the event that the SCO is not contactable.

Register

2.2. The RSW will keep abreast of the Centre Register upon the admission and discharge of all young people, and reporting to the SCO where all pertinent information is not concisely recorded.

Notification of Significant Events

2.3. The RSW will ensure that Significant Event Reports (SEN) are efficiently recorded, accurate in detail and presented to a high standard. They will be responsible for forwarding these to the SCO who will be accountable for the final approval, management comment and notification.

2.4. The RSW will contribute to the filing of Significant Event Reports, the associated correspondence and contribute to the upkeep of the SEN Register.

2.5. The RSW will contribute to the centre's monthly databases which encompasses the SEN Analysis, Complaints and Centre Register data.

Staffing

2.6. The RSW will help facilitate the staff centre specific induction process in conjunction with the SCO and Centre Manager. This will entail introducing new employees to the centres' recording systems infrastructures and provision of an opportunity to shadow staff practice. The RSW will record the minutes of their induction contribution accordingly.

Supervision and Support

2.7. The RSW will participate in fortnightly / monthly supervision with the SCO / Centre Manager which will be practice and learning based. The RSW will be required to complete their reflective practice statement at least one day in advance of supervision. The recording of supervision minutes will be a joint responsibility between the RSW and SCO.

2.8. The RSW will mandatorily participate in fortnightly RSW meetings which will be chaired by the Centre Manager. The RSW may be required to record the minutes of these meetings.

2.9. The RSW will attend shift handover meetings, ensuring that all information is appropriately and fully communicated and that the relevant handover proforma is fully complete.

3. MONITORING

3.1. The RSW will contribute to the completion of the Centre's Self-Audit tool, which will be reviewed every three months, in conjunction with the SCO. The completed Self-Audit will be submitted to the Centre Manager and Quality Manager.

3.2. The RSW will be responsible for participating in review meetings with the SCO following receipt of all internal Quality Audit reports and External Monitoring and Inspection Reports. This will entail a critical review of the report feedback and of the associated deficits /

recommendations and a formal response will be expected where a RSW task or responsibility has been highlighted as negligent within such reports.

4. CHILDREN'S RIGHTS

Consultation

4.1. The RSW will be responsible for Chairing Young People's House Meeting's, ensuring that the agenda for such meetings is relevant, creative and responsive to young people and centre current needs. Minutes will be promptly recorded and the RSW will be accountable for communicating any issues arising from these meetings to the SCO or Centre Manager.

4.2. The RSW will be responsible for the keywork process for a young people, ensuring that this is proactive, meaningful and in line with a young people's assessed needs. The RSW will countersign keywork records.

Complaints

4.3. The RSW will be accountable for ensuring that all grievances and complaints made during their shift are identified and recorded accordingly in the relevant centre records and registers. The RSW must ensure that young people are encouraged to make complaints where appropriate and ensure that these are efficiently passed on to the SCO for resolve.

4.4. The RSW will be responsible for advocating for young people. This may entail attending professionals meetings with them or on their behalf, contacting external agencies such as EPIC or communicating grievances or complaints to relevant persons.

Access to Records

4.5. The RSW will be responsible for ensuring that young people's right to access their information is promoted and facilitated by the staff team, within the permitted boundaries.

5. PLANNING FOR CHILDREN AND YOUNG PEOPLE

Suitable Placement and Admissions

5.1. The RSW will assist in the setting up of young people's care folders prior to their admission and ensuring that they have knowledge of the referral information. The RSW will participate in the transition and admission process for all new young people and will ensure that this process is recorded appropriately.

Statutory Care Plans / Care Plan Reviews

5.2. The RSW will prepare relevant reports for Child in Care Reviews and attend such meetings with the SCO or Centre Manager. The RSW will be accountable for recording the centres own minutes of such reviews.

Contact with Families

5.3. The RSW will be responsible for ensuring that young people's families receive the agreed quality and quantity inputs. They will maintain suitable contact with families and ensure that this is adequately recorded.

Supervision and Visiting of Young People

5.4. The RSW will be responsible for ensuring that all visits to young people are facilitated appropriately and recorded accurately within the care folder.

Emotional and Specialist Support

5.5. The RSW will be identified as a keyworker for young people and will be accountable for the implementation of the keywork policy.

5.6. The RSW will contribute to the development of a comprehensive and achievable Placement Plan in conjunction with the SCO.

5.6. The RSW will contribute to the daily implementation of the Placement Plan through Weekly Plans and Individual Work Schedules. Schedules will be devised at the beginning of each week, without exception, are SMART and are part of the daily practice.

5.7. The RSW will contribute to the monitoring and review of the Placement Plan; through Weekly Reports and monthly through Supervision and also at the end of the six month period in preparing for the next Child in Care Review.

5.8. The RSW will administer the Piers Harris system whereby young people undertake the Piers Harris questionnaire within specified periods in order to measure programme effectiveness.

Preparation for Leaving Care

5.9. The RSW will assist in the process of independent living skills in order to prepare the young person for turning eighteen.

Discharges

5.10 The RSW will participate in reflective practice following the discharge of all young people from the centre in order to determine the learning distilled from the placement overall.

Aftercare

5.11. The RSW will advocate for young people in relation to their aftercare process and will contribute to this process where appropriate.

Children's Case and Care Records

5.12. The RSW will be accountable for the day-to-day quality assurance of care records and care folders. This will entail ensuring records are completed, printed and signed ; respond to feedback from the SCO on the quality and presentation of records.

5.13. The RSW will contribute to the completion of Weekly Reports for all young people within the centre.

5.14. The RSW will ensure that the centre's Daily Update is forwarded to all relevant persons each morning and that this is accurate in detail and presented to a professional standard.

6. CARE OF YOUNG PEOPLE

Individual Care in Group Living

6.1. The RSW will be responsible for working effectively with young people and developing positive developmental relationships. They will be responsible for their implementation of Laursen's Seven Habits of Reclaiming Relationships, which is the organisational approach to practice. The RSW will role model this approach and will provide ongoing direction to relief and wakened night staff in the development of their relationships with young people.

Provision of Food and Cooking Facilities

6.2. The RSW will monitor the centre Weekly Meal Planner; ensuring that there is a suitable balance of health and nutrition. The RSW will source groceries, prepare and cook meals and clean up thereafter alongside the young people where that is safe and appropriate.

Race, Culture, Religion, Gender and Disability

6.3. The RSW will be responsible for ensuring that a creative and proactive approach is taken to addressing these key areas of young people's Placement Plans. This may be through the forum of keywork, individual work and young people's house meetings.

Managing Behaviour

6.4. The RSW will be part of a forum where Placement Support Plans are reviewed at all shift handover processes, understood, and verified. All practice which is in breach of the Placement Support Plan content should be identified by the RSW and immediately addressed; such concerns will be communicated efficiently to the SCO.

6.5. The RSW will implement all rewards and sanctions for young people, with approval by the SCO, ensuring that these are adequately communicated and recorded.

Restraint

6.6. The RSW will contribute to Physical Intervention Reports ensuring that these efficiently recorded, accurate in detail and presented to a high standard.

Absence without Authority

6.8. The RSW will be accountable for ensuring that all policy relating to Absence without Authority is adhered to in all circumstances and that the young people's Absent Management Plans are implemented.

7. SAFEGUARDING AND CHILD PROTECTION

7.1. The RSW will be responsible for contributing to the Risk Assessment process on a daily basis, ensuring that the relevant Risk Assessments are completed, where appropriate.

7.2. The RSW will be responsible for ensuring the adequate supervision of all young people during their shifts.

7.3. The RSW will be responsible for adherence to Child Protection Policy and for the prompt notification of Child Protection Concerns, in conjunction with the SCO.

8. EDUCATION

8.1. The RSW will facilitate educational activities and opportunities for young people.

9. HEALTH

9.1. The RSW will be responsible for ensuring that young people are encouraged and facilitated to attend relevant medical appointments and that such visits are clearly evidenced within the care records.

9.2. The RSW will ensure that there is sufficient supply of medication for young people and that this is securely stored within the centre. They will also be responsible for ensuring that medication is dispensed appropriately and that this is clearly recorded within the care records.

10. PREMISES AND SAFETY

Accommodation

10.1. The RSW will be responsible for ensuring that a safe, caring environment within a warm, homely atmosphere is created for young people.

10.2. The RSW will ensure the high presentation of the centre at all times through the full implementation of the centre cleaning schedule and ensure that the grounds are maintained at all times.

10.3. The RSW will ensure the full implement of the organisational hospitality policy within the centre at all times.

10.4. The RSW will assist with the centre's Petty Cash system. This will entail effectively budgeting per shift compiling the Petty Cash report and submitting to the SCO for verification. The RSW will be accountable for any deficits in Petty Cash which occurred throughout their shift and will be required to respond to queries in relation to Petty Cash.

10.5. The RSW will be responsible for highlighting deficits in stationery and that the stationary order is compiled and submitted to the SCO.

Maintenance and Repairs

10.6. The RSW will be responsible for highlighting maintenance required and upon authorisation to ensure that all maintenance work is undertaken promptly; this will require a solution focused response when maintenance responses are required on the same shift.

10.7. The RSW will be accountable for ensuring the appropriate upkeep and maintenance of all centre vehicles. Any repair work will be promptly identified by the RSW.

Safety

10.8. The RSW will be accountable for ensuring that the Protection of Staff Belongings Policy is implemented at all times; that bags, wallets, phones and car keys are secured without exception. The RSW will be responsible for immediately addressing any variance from this organisational policy by relief staff or wakened night staff.

10.9. The RSW will be accountable for ensuring that the First Aid box is adequately equipped at all times and that supplies are efficiently requested from the Health and Safety Committee.

10.10. The RSW will be responsible for ensuring that Accident Reports are promptly completed and notified where an accident has occurred on their shift. They are also responsible for ensuring that the relevant Accident Register is updated and maintained.

Fire Safety

10.11. The RSW will contribute to the Fire Drills that take place in accordance with organisational policy and ensure that relief staff and wakened night staff are competent in delivering this task.

10.11. The RSW will identify any deficits in fire safety equipment, including maintenance, throughout the centre and report all deficits to the SCO for action.