



## **JOB TITLE: Disabilities Residential Support Worker (DRSW)**

### **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 disability services, emergency residential respite, medium and long-term children's residential centres, assessment centre 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 Services for Children with Disabilities (2013) our need to comply with these standards and the need to focus the role of 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 (PIC) or Shift Coordinator (PPIM).

### **Essential Criteria**

- Relevant Professional Qualification to a minimum Diploma level (FETAC 6) Community Care/ Social Care / Social Work / Applied Social Studies / Youth Work / Psychology/ Nursing
- Two years experience in a residential setting or two years combined experience working with people with physical and/or intellectual disabilities.
- Full Driver's Licence

### **DUTIES AND RESPONSIBILITIES**

The duties and responsibilities of the RSW are outlined below and have been identified based on the National Standards for Residential Services for Children with Disabilities (2013), through which our disabilities services are regulated.

## **1. INDIVIDUAL SUPPORTS AND CARE**

### ***1.1 The rights and diversity of each child are respected and are promoted***

- 1.1.1** The RSW will support the rights of each child on a day to day basis and reflect this within records.
- 1.1.2** The RSW will ensure that the children's voices are heard with regards to programme input and menu planning through daily consultation with the child. The RSW will evidence this consultation throughout care records.
- 1.1.3** The RSW will assume key working/ co-key working responsibility to advocate on the behalf of their key child.

### ***1.2 The privacy and dignity of each child is respected***

- 1.2.1** The RSW will show respect and treat each child with dignity through the appropriate implementation of boundaries which also take into consideration the need to keep them safe. The RSW will monitor any time alone afforded to a child when it is deemed appropriate and safe.
- 1.2.2** The RSW will ensure that all intimate care needs are delivered in a sensitive manner and in line with organisational policy and the HIQA Guidance for Intimate Care.
- 1.2.3** The RSW will ensure that all personal possessions of each child are respected and the significance of any particular item is recognised. They will complete an inventory of personal belongings upon the admission of a child to the centre and complete the appropriate records.

### ***1.3. Each Child Exercises Choice and Experiences Care and Support in Everyday Life.***

- 1.3.1.** The RSW will involve each child in programme planning to support their right to have a choice in their daily life. This will include activity planning and contributing to meal planners. This will also include supporting existing talents and provide opportunities for new experiences to develop new interests.
- 1.3.2.** The RSW will assist children on a daily basis whilst promoting autonomy and independence as far as possible within each individual's ability and in line with direction from the PPIM.
- 1.3.3.** The RSW will ensure that daily routines of the children are maintained within each shift. Routines will be appropriately recorded within Placement Support Plans and reviewed at team meetings, during supervision and following any incidents. The RSW must ensure to read and sign off on Placement Support Plans when coming on shift in case any amendments have been made.

**1.4. Each Child Develops and Maintains Relationships and Links with Family and the Community.**

- 1.4.1. The RSW will support and facilitate any family/ friend access in line with the Social Workers approval. The RSW will ensure that all access and family contact is well evidenced within care records.
- 1.4.2 The RSW will support children's integration into their local communities through involvement in activities, outings, shopping and education.

**1.5. Each Child Has Access to Information Provided in an Accessible Format that takes Account of their Communication Needs.**

- 1.5.1. The RSW will discuss the centre's Statement of Purpose with their key child to an appropriate level to their individual cognitive and communication ability. This communication will be supported by using the Child Friendly Version of this document as a visual reference.
- 1.5.2. The RSW will ensure professional communication with family members in providing feedback on their child's progress and development. They will keep clear records of communication with families within care folders.
- 1.5.3 The RSW will adhere to the Access to Records Policy in supporting children's rights to read permitted records maintained regarding their care within the service.

**1.6. Each Child Participates in Decision Making, has Access to an Advocate, and Consent is Obtained in Accordance with Legislation and Current Best Practice Guidelines.**

- 1.6.1. The RSW will undertake specific training/ reading to ensure understanding of particular support needs of children with disabilities and will facilitate consultation and participation in daily life as far as possible.
- 1.6.2. The RSW will ensure that each child's view in all decision making is listened to with care and respect and that this is evidenced. The RSW will be knowledgeable about local advocacy services and will inform children about how to access these services.

**1.7. Each Child's Complaints and Concerns are Listened to and Acted Upon in a Timely, Supportive and Effective Manner.**

- 1.7.1 The RSW will monitor the behaviour of the child to identify if it indicates an issue or complaint they cannot communicate by other means due to their disabilities.
- 1.7.2. The RSW will support children with their right to make a complaint. This may include completing a complaint form on their behalf if the child is unable to complete this independently. They will be responsible for communicating all complaints to the PPIM in a timely manner and assist the PPIM in identifying prompt resolutions to grievances and minor complaints. They will keep the child updated with regards to the action being taken to resolve the complaint.

- 1.7.3.** The RSW will be responsible for advocating for young people in a key working capacity. This will entail attending professionals meetings with or on their behalf, contacting external agencies such as EPIC/ National Advocacy Service or communicating grievances to the PPIM.

## **2. EFFECTIVE SERVICES**

### ***2.1 Each Child Has a Personal a Personal Plan which Details their Needs and Outlines the Supports Required to Maximise their Personal Development and Quality of Life.***

- 2.1.1.** The RSW will contribute to the completion of reports such as weekly, placement update or end of placement reports. They will ensure that these are completed to a high standard before forwarding to the PPIM. The RSW if attending placement meetings about a child will be responsible for recording the centres own minutes of this.
- 2.1.2.** The RSW will facilitate the daily implementation of the Placement Plan through completion of identified areas of work within Individual Work Schedules or work that is identified by the PPIM to support placement plan objectives.
- 2.1.4.** The RSW will contribute to the monitoring and review the Placement Plan progression through the completion of Weekly Reports, team meeting discussion, through the monthly Supervision process with the PIC.

### ***2.2. The Residential Service is Homely and accessible and Promotes the Privacy, Dignity and Safety of Each Child.***

- 2.2.1** The RSW will ensure that the premises are clean, safe and free from obstruction which could impact accessibility.
- 2.2.2** The RSW will assist with the appropriate upkeep and maintenance of all centre vehicles on each shift. They will contribute to the completion of the Vehicle Inspection Sheet and ensure that they sign this document before filing.
- 2.2.3** The RSW will assist in completing risk assessments to appropriately address Health and Safety concerns. They will bring all Health & Safety concerns to the attention of the PPIM.
- 2.2.4** The RSW will ensure that recreational areas are safe, secure and well maintained at all times.
- 2.2.5** The RSW will ensure that furnishings and facilities are homely and meet the needs of children with disabilities. They will ensure that all equipment is maintained and operated in line with the manufacturer's instruction.

### ***2.3. Each Child's Access to Services is Determined on the Basis of Fair and Transparent Criteria.***

- 2.3.1.** The RSW will engage in transition visits to meet with children prior to their admission to familiarize themselves with the child and their routines and to support a relaxed admission to placement.

***2.4. Children are Actively Supported in the Transition from Childhood to Adulthood and are Sufficiently Prepared for and Involved in the Transfer to Adult Services or Independent Living.***

- 2.4.1.** (Where applicable) The RSW will ensure to adhere to identified pieces of work within the Individual Work Schedule to allow for supportive transition and transfer as documented within the Placement Plan.

**3. SAFE SERVICES**

***3.1 Each Child is Protected From Abuse and Neglect and Their Safety and Welfare is Promoted.***

- 3.1.1** The RSW will adhere to the Risk Assessment process on a daily basis, ensuring that the relevant Risk Assessments are completed by themselves and approved by the PPIM or counter signed by another RSW in the absence of the PPIM.
- 3.1.2** The RSW will be engage in the provision of adequate supervision of all children during all shifts.
- 3.1.3** The RSW will be responsible in ensuring that they remain knowledgeable about the centre Child Protection Policy and Children First and know how to respond to allegations or suspicions of abuse and neglect. Where the RSW has concerns regarding the welfare of a child they must bring this to the immediate attention of the PPIM and follow identified centre procedures.

***3.2 Each Child Experiences Care that Supports Positive Behaviour and Emotional Wellbeing***

- 3.2.1** The RSW must ensure autonomy of reading all Placement Support Plans when coming on shift and adhere to the specific guidelines for the provision of care and behaviour management identified of each individual child.
- 3.2.3** The RSW will ensure that all sanctions and rewards are implemented as identified by the PPIM and that this is reflected within care records. In the absence of the PPIM the RSW will identify rewards and sanctions to provide for the immediate support for children to manage their behaviour.
- 3.2.4** The RSW will aim to understand and respond to behaviour and non-verbal communication that may indicate an issue of concern. They will communicate their observations to the PPIM.

- 3.2.5 The RSW will contribute to the monitoring and auditing of the service's approach to behaviour support and discuss this at team meetings to ensure safe service and best practice.

**3.3. *Children are not Subjected to a Restrictive Procedure Unless There is Evidence that it has been Assessed as Being Required due to a Serious Risk to Their Safety***

- 3.3.1 The RSW will be responsible for understanding the rationale for all planned restrictive procedures. They will also adhere to any unplanned restrictive procedure being used as an emergency intervention after having been assessed as required to ensure safety in line with the centre's policy.

- 3.3.3 The RSW must ensure to attend Therapeutic Crisis Intervention training and that this is refreshed in line with the PIC's direction.

- 3.3.4 The RSW may be appointed by the PPIM to conduct a debrief (LSI) with a child following the use of a restrictive procedure and that this is recorded. Due consideration must be given to the child's individual communication capacity along with their cognitive ability and tailor their approach accordingly. The RSW must then communicate the child's view back to management to allow for appropriate incident review.

**3.4. *Adverse Events and Incidents are Managed and Reviewed in a Timely Manner and Outcomes Inform Practice At All Levels***

- 3.4.1 The RSW will engage in an informal debrief with their team at the end of every working day which will be facilitated by the PPIM. The RSW will be identified to attend SEN Review Group meetings on a rotational basis to support personal learning, organisational learning and improve service provision.

- 3.4.2 The RSW must ensure to implement any action identified by the PIC of PPIM following all adverse events. This will be reflected in updated Placement Support Plans.

**4. Health and Development**

**4.1 *The Health and Development of Each Child.***

- 4.1.1. The RSW will facilitate transport to and from all necessary medical and therapeutic services that have been identified for each child. This responsibility will also include providing minutes of such for record keeping.

**4.2 *Each Child is Given a Health Assessment and is Given Appropriate Support to Meet Any Identified Need.***

- 4.2.1 The RSW will adhere to the promotion of health and wellbeing and this is to be done through diet and nutrition, recreational activities, exercise, and individual work targeting such areas identified within the placement plan.
- 4.2.2 In coordination with the PIC and the PPIM the RSW will promote effective communication between all health and social care professionals that are involved in the support and care of the child. This shall be done through weekly reports, telephone contact, emails and review meetings.
- 4.2.3 The RSW will be proactive in delivering a service that meets the child's emotional, physical and social needs and ensure that this is reflected within care records.

**4.3 *Each Child's Health and Wellbeing is Supported by the Residential Services Policies and Procedures for Medication Management.***

- 4.3.1 The RSW will undertake training in the Safe Administration of Medication. Only upon completion of this can they administer medication on their shift at the direction of the PPIM and that they do so in strict accordance with the Medication Management Policy. This will involve ensuring the appropriate recording, storage and handling of medication amongst other tasks.
- 4.3.2 All medication errors or adverse reactions to medications experienced by a child are to be fully documented by the RSW in Medication Incident Reports and any other necessary recordings. They must promptly notify the PPIM/PIC.

**4.4 *Educational opportunities Are Provided to Each Child to Maximise Their Individual Strengths and Abilities.***

- 4.4.1 The RSW will support each child's right to education and adhere to Education Placement Plan objectives and undertake work identified by the PPIM to support these.
- 4.4.2 The RSW will maintain good lines of communication with school staff both in written form using the communication book and in person.

**5 . Leadership, Governance and Management**

**5.1 *The Residential Service Performs its Functions as Outlined in Relevant Legislation, Regulations, National policies and Standards to Protect Each Child and Promote Their Welfare***

- 5.1.1 The TRSW must ensure that they are knowledgeable on relevant legislation, regulations, policies and standards for the welfare of children with disabilities appropriate to their role. This will be reviewed on a regular basis on how it impacts on practice and to address any gaps in compliance.

- 5.1.2 It will be necessary for the RSW to assist the PIC and the PPIM in addressing any requirements made by regulatory bodies, this will include fully addressing action plans created in order to meet regulations.

## **5.2 *The Residential Service has Effective Leadership, Governance and Management Arrangements in Place with clear Lines of Accountability***

- 5.2.1 The RSW will be afforded an opportunity to offer guidance and mentoring to those staff in who are new to the organisation or in a trainee type role. This will only occur when they have demonstrated the ability to do so.
- 5.2.2 RSW's will be responsible for assisting the PIC and PPIM in addressing any deficits outlined in Internal Audit Reports, hence playing a vital role in improving services and outcomes for children.
- 5.2.3 The role of the RSW will also involve having a working knowledge of the risk management framework and the structures in place to help identify, assess and manage risk.

## **5.3 *The Residential Service has a Publicly Available Statement of Purpose that Accurately and Clearly Describes the Services Provided***

- 5.3.1 The RSW will ensure that they have an understanding of the centres Statement of Purpose and Function, an awareness of how this is actualised in daily practice and knowledge of the expectations of this statement.

## **6. Use of Resources**

### **6.1 *The Use of Available Resources is Planned and Managed to Provide Child-centred, Effective and Safe Residential Services and Supports to Children***

- 6.1.1 The RSW will be involved in appropriately utilising resources in a manner which will best meet the needs and aspirations of children using the service. This will include efficient use of petty cash.

## **7. Responsive Workforce**

### **7.1 *Safe and Effective Recruitment Practices are in Place to Recruit Staff***

- 7.1.1 The RSW must provide contemporaneous information/ documentation to the PIC to ensure that their HR folder remains up to date.
- 7.1.2 The RSW will engage in a comprehensive induction to the organisation along with a centre specific induction at the centre which they have been designated.



**7.2 *Staff have the Required Competencies to Manage and Deliver Child-centred, Effective and Safe Services to Children.***

**7.2.1** The RSW will be committed to maintain their professional competence to ensure that they can provide care and support to children with disabilities in compliance with legislation.

**7.3 *Staff are Supported and Supervised to Carry out Their Duties to Promote and Protect the Care and Welfare of Children***

**7.3.1** The RSW will illustrate a clear understanding of their roles and responsibilities, whilst also having knowledge of all relevant Policies and Procedures. This will involve accepting a level of accountability.

**7.3.2** It will be necessary for the RSW to engage in monthly formal supervision to ensure that they are supported in developing within their role.

**7.3.2** The RSW will attend yearly performance appraisals to identify strengths and areas for improvement.

**7.4 *Training is Provided to Staff to Improve Outcomes for Children***

**7.4.1** The RSW will be responsible for ensuring that they have a high level of skill through the attendance of mandatory and voluntary training courses relevant to their role within the disability services. This will be done with the support of their line manager (PIC) who will work with them to identify and facilitate training opportunities.

**7.4.2** A training needs analysis must be completed by each RSW at different stages in their career to help determine areas which they would benefit from further training in.

**8. Use of Information**

**8.1 *Information is Used to Plan and Deliver Child-centred, Safe and Effective Residential Services and Support.***

**8.1.1** The RSW will be involved in managing information within the centre in relation to the running of the centre and records on each child. All records are to be completed to a high standard and used only to benefit the child.

**8.2 *Information Governance Arrangements Ensure the Secure Record-keeping and File-Management Systems Are in Place to Deliver a Child-centred, Safe and Effective Service.***

**8.2.1** The RSW will respect the privacy of each child's personal information ensuring that this is kept secure and that any personal information is treated and held in accordance with legislative, regulatory and best practice requirements.

**8.2.3** It will be important for the RSW to maintain care folders for the children to a high standard, with accurate and up to date information. This is essential in the provision of a high level of quality and safe care.