



Social Services Directorate

Post Title	Children's Residential Worker		
Post Number	BGNEW	Grade	5
Base	Children's Residential Home	Hours of Work	Various
Car User Allowance	None	Disclosure	Enhanced
Contact	Joshua O'Leary	Updated	September 2024

The Residential Children's Home provides quality care programmes for vulnerable young people aged 0 years to 17 years and 11 months

Principal Job Purpose

Responsible to: Shift Leader (Children's Residential Home Manager / Senior Children's Residential Worker)

Responsible for: To work as part of a team, delivering high quality care and support to children and young people.

To show commitment to providing a consistent, caring, nurturing environment where individuals feel safe and valued and are encouraged to develop holistically by meeting their individual needs.

To work in compliance with regulatory requirements and Blaenau Gwent County Borough Council policies and procedures.

Principal Accountabilities

1. To work with children and young people according to their individual needs, to enable them to develop in all aspects of their life. To assist and encourage them in meeting the outcomes of their Care and Support plan.
2. To assist in the organisation, supervision and participation of activities which meet the needs of the children and ensure that these are well managed, and risk assessed.
3. To manage challenging, risky and aggressive behaviour using proactive strategies, in line with personal plans, risk assessments and departmental policy. To engage in reflection and debrief with a senior member of staff following any incidents.

4. Manage conflicting, challenging and contentious situations in a professional manner, seeking advice where appropriate.
5. To undertake the role of key worker if required.
6. To act as shift leader if required.
7. Ensure that all health and safety systems and procedures are adhered to, including control and administration of medication.
8. To undertake domestic tasks around the home to maintain a clean, tidy, homely environment.
9. Participate in training and other professional development opportunities, including specialist medication training such as Buccolam and Entro-gastronomy if required.
10. Support children to manage their own medication where appropriate and administer medication in line with agreed departmental policy & procedure
11. To attend regular team meetings
12. To work flexible hours, including evenings, weekends and bank holidays. To undertake 'sleep in' duties as per rota.
13. Ensure that the principles of the National Minimum Standards underpin all aspects of your work. Adherence of authority safeguarding policy and procedures.
14. Adopt a trauma informed approach to practise.
15. To assist colleagues in maintaining good standards of care and control within warm and accepting environment.
16. Encourage and support children to participate in all decisions relating to every aspect of their lives.
17. Provide help, guidance and personal care as required by the children, ensuring that the children's dignity and self-esteem are always maintained to support health outcomes.
18. To notify the shift leader immediately of any matter vitally affecting the wellbeing of the children/young people in the Home.
19. Assist children to choose and take care of their clothing, encouraging appropriate dress for all situations and weather conditions. Support children to maintain a high standard of domestic/personal hygiene and to be aware and advise on personal health.
20. To wash and maintain linen and personal clothing in good order including sewing and ironing.
21. To encourage the children to follow their own religious and cultural beliefs.
22. Prepare meals and drinks for children as appropriate and encourage independence.
23. Ensure all financial transactions are recorded in accordance with departmental procedures & guidelines.
24. Support children to participate fully in social/recreational activities within the community.
25. Develop and maintain appropriate and trusting relationships with children.
26. Support children to become good neighbours by encouraging appropriate friendships with local people.

27. Contribute to the individual care & service planning process, write reports and attend meetings and care reviews as & when necessary. Maintain accurate and appropriate records and accounts.
28. Ensure effective communication with Registered Manager and all stakeholders i.e. children and young people, families and carers, staff team and other internal/external professionals.
29. Observe confidentiality in all areas of work, as necessary, recognising particularly the vulnerability of the children.
30. Always model appropriate behaviour with children.
31. Refer to the appropriate manager/shift leader information to ensure that repairs to the property are rectified promptly and properties are well maintained. Staff are expected to make contingency arrangements in the event of emergencies or urgent repairs.
32. Secure property, including contents, confidential records, medicines, cash, keys, furniture and equipment, clothing & possessions.
33. Encourage children to develop independent living skills as age appropriate.
34. Contribute to the provision of advocacy for the children.
35. Ensure that the policies, procedures and guidelines of Blaenau Gwent County Borough Council in relation to children, staff and premises are adhered to.
36. Use personal and home transport when required to undertake appropriate duties, in accordance with transport and business policy.
37. Other duties appropriate to the grade and post as directed by the Director of Social Services.
38. Comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
39. To understand and operate within the Authorities Health & Safety Guidelines and Manual, including best practice in food handling.
40. To ensure that staff are compliant with the current 2022 service medication policy and oversee the ordering medication, ensure its safe storage, disposal and safe administration, ensure compliance in the reporting of medication errors and subsequent action required.
41. To ensure that Health & Safety standards are met.
42. Be conversant with emergency and evacuation procedures.
43. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial



1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Level 3 Diploma in Health and Social Care (Children and Young People) or equivalent as recognised by Social Care Wales or willingness to undertake Level 3 upon commencement of the post	E	✓			
Registration with Social Care Wales. If you are not already registered, then you will need to register within 6 months of starting your employment.	E	✓			
A good standard of Education to the equivalent level of GCSE's	E	✓			
Demonstrable experience of working with vulnerable children with complex needs.	E	✓			
Knowledge of child development stages and associated behaviours	E	✓			
Other experience					
Able to demonstrate experience of working in a residential care setting.	D	✓	✓		
Experience of organising and planning activities.	E	✓			
Knowledge/Skills					
Knowledge of minimum standards set by Care Inspectorate Wales and all relevant regulations/legislation e.g. UN Convention on the Rights of the Child, Social Services and Wellbeing Act.	E	✓	✓		
Knowledge of assessment and care planning process.	E	✓	✓		
Knowledge of trauma informed practice	E	✓	✓		
Ability to establish good working relationships with children based on respect and openness.	E	✓	✓		
Ability to work with own initiative.	E	✓	✓		
Ability and confidence to act as an advocate for children.	E	✓	✓		
Ability to prioritise work and respond to the needs of children.	E	✓	✓		
Ability to respond appropriately to emergencies.	E	✓	✓		
Awareness of Health and Safety, Environmental Health and Fire Regulations.	E	✓	✓		
Ability to work in a safe manner.	E	✓	✓		
Good working knowledge of IT systems and use of Microsoft products including outlook and word.	E	✓	✓		

Excellent written and oral skills including ability to maintain records, care and support plans, staff rotas etc	E	✓	✓		
Other					
Be able to drive and have a clean licence	E	✓			
Be able to work unsociable hours, including evenings, weekends and bank holidays. To undertake 'sleep in' duties as per rota.	E	✓			
Individuals providing care must be at least 18 years old and must be at least 4 years older than the oldest child accommodated. This is a protected characteristic under the occupational requirement of the post in accordance with the Equality Act 2010.					

2. Special Requirements	Essential
Aptitudes	
<ul style="list-style-type: none"> Ability to promote the rights, dignity, independence and choices of Service Users. Be able to carry out practical tasks and give support to children when assisting with their personal needs Be able to work without close supervision. Be committed to training and developing own skills. Be able to assist/support children to enable them to maintain/achieve greater independence Be able to write, implement, monitor & review the children's Individual Support Plans/ Care Plans. Able to liaise & communicate effectively with colleagues & other agencies 	All aptitudes are Essential
Personal attributes	
<ul style="list-style-type: none"> Ability to work flexible, unsociable hours including weekends. A commitment to the development of performance through supervision and training Understand and respect the principles of confidentiality. Be emotionally resilient and have the ability to manage stressful situations 	All attributes are Essential
Equal Opportunities	
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Blaenau Gwent County Borough Council	E

2. Welsh Language Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable				

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓			✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary	✓			✓
	Sees tasks through to completion whenever possible	✓			✓
	Seeks help if workload becomes unmanageable	✓			✓
	Uses initiative to report issues that arise that impact on others	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓