



## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Children and Young People's Service
<b>Service:</b>	Children and Families
<b>Post title:</b>	No Wrong Door (NWD) Residential and Edge of Care Worker
<b>Grade:</b>	H
<b>Responsible to:</b>	NWD Registered Manager / Deputy Manager
<b>Staff managed:</b>	None
<b>Date of issue:</b>	November 2014
<b>Job family:</b>	<b>C&amp;S - Care &amp; Support</b>

### Job context

- The post holder will support young people through the hub's 'Core Offer.' The post holder will provide all aspects of care needs and interventions, in line with the young people's Core Assessments and Care Plans, and develop effective action plans with a focus on reducing risks and building on strengths. Key working is integral to the post; working 'with' young people to develop their resilience and life skills to enable them to successfully manage the transition to independence. Key characteristic requirements of this post are: flexibility, commitment, building effective relationships, resilience, persistence and the ability to progress plans. All staff will have a commitment to integrated working involving good interagency working that requires positive relationships with partner services, agencies and organisations.
- This post requires an enhanced DBS.
- This role involves spoken communications so a confident use of English language is required.

#### **Core Offer Specialist Areas**

##### Unaccompanied Asylum Seekers:

- This role will work as required within the No Wrong Door Service with a particular focus on meeting the needs and providing support to Unaccompanied Asylum Seekers.

##### Residential Accommodation Pathway:

- Work closely and effectively with teams to provide good quality support, guidance and opportunities for young people leaving care
- Support young people to maintain family links and support positive relationships to prevent homelessness
- Provide flexible outreach support and guidance, including independent living skills and pre-tenancy work, to help young people acquire and maintain appropriate living arrangements

##### Residential Placement Support:

- Provide flexible outreach support to young people living in family homes, foster placements, supported lodgings, supported accommodation and independent living arrangements
- Provide tools and strategies to young people and carers in regard to behaviour management, emotional resilience and coping strategies
- Provide proactive and persistent support to placements, including maintaining key relationships with families

##### Residential Transitions and ETE:

- Provide a proactive and persistent approach to forging effective working partnerships with education/training and employment providers to develop work readiness for complex young people
- Advocate for young people that require alternative provision other than mainstream education



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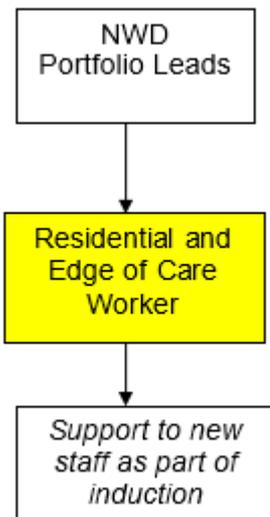
### Residential Family Circles:

- Be trained in and deliver training in Family Group Conferencing, Therapeutic Crisis Intervention (Families) and Restorative Practice
- Provide a range of interventions to include all aspects of family relationship building and reintegration
- Develop and lead family circles work

### Job specifics

- The role will periodically be allocated a specialist area of responsibility within the hub's 'Core Offer'. The areas will be accommodation pathway, placement support, transitions and family circles and the postholder will be required to develop a detailed understanding of the area and sharing knowledge across the team.
- The postholder will assist the NWD Portfolio Lead to develop and enhance opportunities for the Hub's young people and highlighting developments in the specialist area. These areas will be rotated periodically to ensure development and increased knowledge.

### Structure



## Job Description

### Job purpose

The core purpose of this job is to proactively provide the support and interventions young people need so that they can achieve the best possible outcomes in life. The post holder will be responsible for the direct day-to-day care of young people within a residential home accompanied by other supportive tasks and duties. Additionally, the post holder will also provide support to young people on the edge of care, accommodated in the various other hub placements, and care leavers (including post 18). The post holder will work within a defined culture and intervention practice model and will adopt a solution focussed and restorative approach.

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### Operational management

- Develop understanding of and strive for excellent practice in line with standards, regulations and the Ofsted framework
- Support young people in all areas of their lives including physical/mental health, forming relationships, developing life skills, keeping safe, education/training/employment and accessing appropriate housing
- Understand the principles of child development and support development through promoting a healthy lifestyle, providing a variety of appropriate stimulating activities and being a consistent and caring adult role model
- Understand the impact of trauma, neglect and early adversity on adolescents
- Be sensitive to the needs of the individual young people regarding race, culture, language, religion, gender, sexuality and culture-specific events
- Develop effective key working relationships with young people and maintain relationship throughout key transition points and post 18 if required
- Share in the practical activities necessary to maintain a warm, welcoming and safe environment
- Participate in assessing risks and producing action plans in relation to challenging behaviour, safeguarding and general health and safety using a risk managed (not risk averse) approach
- Provide for young people's physical needs as necessary—for example by cooking, washing, ironing, shopping, budgeting, making appointments—and equip them with the skills they'll need to be able to carry out such tasks themselves
- Deliver support to young people and families across all hub placements and services – i.e. activities, residentials, edge of care, hub accommodation placements, bespoke arrangements and after care services/placements
- Demonstrate a flexible, persistent and resilient approach to working with and supporting young people with complex and challenging behaviours utilising Therapeutic Crisis Intervention and Restorative Practice principles
- Ensure young people are kept informed of their circumstances and rights and promote young people taking an active role in planning their lives and taking as much control and responsibility as is appropriate
- Actively promote the development of an integrated culture and intervention practice model across hub areas
- Ensure links between service areas are developed and maintained and work collaboratively with a range of professionals to provide an efficient service
- Contribute to and participate in case progress meetings, statutory reviews and all other meetings as required and assist in the formation and implementation of care plans and action plans that meet individual need
- Support the process of transition in a timely way by helping young people achieve and promoting their attainment of life skills
- Proactively support young people to return to their families, where appropriate
- Adopt a solution focussed approach to working with young people and families in order to help them rebuild relationships, increase their achievements, reduce their risks and build on their strengths
- Promote, participate in and lead Community Meetings
- Produce accurate, informative and timely written and IT-based records
- Support the effective induction of new and sessional staff and help develop and promote a learning culture within the organisation
- Regularly reflect on practice (both your own and general operating practices) and take full advantage of professional supervision and appraisals in line with the Restorative Matrix for Recruitment, Supervision and Appraisal



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	<ul style="list-style-type: none"> <li>• Fulfil commitments when trained as a trainer in specialist skills, e.g. Therapeutic Crisis Intervention and Restorative Practice</li> <li>• Develop specialised knowledge and skills and then act as a 'champion' to drive forward good practice and share your expertise with others across the team.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Develop and utilise effective communication skills (nonverbal communication, active listening, self-regulation, emotional competence)</li> <li>• Ensure effective and timely information sharing with professionals, families and young people</li> <li>• Understand confidentiality and data protection within the role.</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships with colleagues, managers, partners and stakeholders</li> <li>• Deliver practice in a professional manner in keeping with North Yorkshire County Council's (NYCC's) Behaviour and Skills Framework and professional codes of conduct</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Provide support, as required, to the staff team and help ensure that the hub service runs effectively and within budget</li> <li>• Report malpractice, or evidence which may suggest it, to the line manager or other appropriate person following the whistle blowing procedure.</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Be accountable for monies allocated for specific purposes and maintain accurate financial records including the effective receipt, recording and accounting of petty cash systems</li> <li>• Provide the effective co-ordination and completion of day to day recording systems within the hub</li> <li>• Requirement to use computer systems such as MS Office and Intranet/Internet to complete certain tasks.</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Be committed to safeguarding; promote the welfare of children, young people and adults and raise concerns as appropriate</li> <li>• Report to line manager, or other appropriate person, malpractice or evidence which may suggest it has taken place</li> <li>• Be alert to signs of distress or abuse and take appropriate action</li> <li>• Provide additional support and comfort to young people under stress and understand the impact of data protection and confidentiality issues</li> <li>• Give young people the opportunity to participate in decisions affecting them, as appropriate to their age and ability, and take their wishes and feelings into account</li> <li>• Ensure that the young people are monitored and protected, using agreed approaches, and utilise Signs of Safety as the key assessment and child protection approach to practice</li> <li>• Maintain appropriate professional boundaries and relationships with young people and adults in accordance with NYCC's professional codes of conduct.</li> </ul>

## Person Specification

### Essential upon appointment

#### Knowledge

- Knowledge of principles of safeguarding & child protection
- National Minimum Standards and Children's Home Regulations
- Children's Act 1989 & 2004
- Working Together to Safeguard Children 2013
- Every Child Matters

### Desirable on appointment

- Understand best practice in the care of adolescents
- Understand Therapeutic Crisis Intervention and Signs of Safety



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<ul style="list-style-type: none"> <li>• Common Assessment Framework</li> <li>• Direct contact/working with people with social care needs</li> <li>• Understanding of and ability to analyse the wider care perspectives of people with social care needs</li> <li>• Liaising within the Directorate, with other agencies, professions, families and young people</li> <li>• Understanding of and commitment to Restorative Practice</li> <li>• Knowledge of Health and Safety at Work Act 1989</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the role of Ofsted and their inspection framework</li> <li>• Have awareness of best value and effective use of resources in line with NYCC's budgets and service plans</li> <li>• Knowledge of pathways for young people at key transition points and post 18</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working with young people aged 13-18 and their families</li> <li>• Experience and resilience in working with young people with complex and challenging behaviours</li> <li>• Experience of working with established systems and procedures to ensure secure and accurate recording of information</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a residential setting working on a shift basis</li> <li>• Some administrative experience</li> </ul>
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Good communication, interpersonal and advocacy skills</li> <li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</li> <li>• Risk management and assessment skills</li> <li>• Time management skills</li> <li>• Ability to work flexibly</li> <li>• Team working skills</li> <li>• Numeracy and literacy skills</li> <li>• Inter-agency collaboration skills</li> <li>• IT skills to effectively use systems for practice</li> <li>• Effective recording/report writing skills</li> <li>• Problem solving skills and the ability to find innovative solutions</li> <li>• Personal resilience and the ability to develop it in young people</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively in at least one other language.</li> </ul>
<p><b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b></p> <ul style="list-style-type: none"> <li>• Hold or have commitment to gain QCF Level 3 Diploma Health and Social Care</li> <li>• Hold NVQ 3 Caring for Children and Young People</li> </ul>	<ul style="list-style-type: none"> <li>• DiPSW, SW Degree, CQSW, CSS or equivalent</li> <li>• QCF Level 3 Diploma or NVQ 3 Caring for Children and Young People</li> </ul>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Flexible attitude to hours of work, including sleep-ins and waking nights and covering service needs across the range of placement options.</li> <li>• Ability to meet the travel needs of the post. Please be aware that this may involve significant travel implications and will involve transporting children and families.</li> </ul>	
<p><b>Behaviours</b></p>	<p><a href="#">Link</a></p>

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.