



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Residential Shift Worker (3 x 18 hour posts)	<b>Grade:</b> SC4
<b>Section:</b> Children and Families, Specialist Services	<b>Directorate:</b> Children's Service
<b>Responsible to following manager:</b> Centre Manager and Principal Social Workers- Falcon Grove	<b>Responsible for following staff:</b> None
<b>Post Number/s:</b> CB005, CB007, CB006	<b>Last review date:</b> 29.10.19

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The core purpose of the role is to ensure that all children and their families who work with the centre's, remain safe and have improved outcomes as a result of the provision of high quality assessments and support. Falcon Grove provides parenting assessment in both the in a residential setting. The team will assess children and their carers and the risk and protective factors facing the families that have resulted in them needing a targeted parenting assessment.

The post holder will provide overnight shift cover for the centre where they are responsible for safeguarding and supporting the resident families who are involved with the centre. You will work alongside qualified social workers to ensure a high quality and fair assessment is provided for all families.



### **Important internal relationships:**

- All teams and staff within the Children and Families Division and Safeguarding Standards Service
- Heads of Service, Service Managers and Team Managers across Wandsworth Children's Services.
- Colleagues from teams across the Shared Staffing Arrangement (SSA)

### **Important external relationships:**

- Children, young people and their families
- All relevant partner organisations that Wandsworth Children's Services works in partnership with including schools, external service providers and the private and voluntary sector including foster carers and residential care providers; Police; Probation
- Local residents and other customers

### **Specific Duties and Responsibilities**

- To work with a high degree of personal accountability and discretion, undertaking one-to-one and co-working to deliver best practice through an integrated response.
- To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the organisation.
- To be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
- To provide fast and flexible response to families who might be in crisis during the period of their assessment. This may involve crisis management, mediation, conflict resolution and rapid response support to families and young people, to reduce and prevent the risk of family breakdown.
- To be flexible and adaptable in your approach to assessments of families who have a multitude of high risk factors impacting on their daily functioning.
- To carry out agreed actions and plans of work with families living in residence or in the community. These actions/plans will be set by the allocated assessment workers and social workers. To ensure the work undertaken is carried out and recorded to a high standard.
- To develop, encourage and reinforce positive behaviour through working with the families to address elements of their risky behaviour in order to reduce risk to the children.
- To apply effective assessment and management of risk, taking appropriate action to ensure that the children and families remain safe, and continue living within their own family networks wherever safely possible.



- Assess and monitor risk for children and young people, and take responsibility for informing the appropriate line manager where necessary. This includes ensuring that the line managers are made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- To liaise with the Out of Hours service or emergency services (Police, fire brigade, ambulance) as necessary if service users of staff require assistance or support in an urgent situation.
- To work in partnership and closely liaise with colleagues from other agencies in the statutory, voluntary and community sectors to ensure positive relationships with our colleagues and other professionals as well as a high standard of service to families.
- To maintain appropriate statutory and administrative records for children, young people and families. All written work should be of a high standard, some of which will need to be presented in Child and Family Court.
- To undertake specific tasks for absent colleagues on cases requiring action under the direction of the manager/PSW.
- To participate in regular, reflective and structured case and personal supervision sessions in accordance with Departmental procedures. You will also be expected to participate in learning and discussions (including team meetings) concerning the continued development of the service and how we can best meet the changing needs of the families we work with.
- To ensure that the work undertaken complies with the professional standards expected within the Department and to assist in maintaining high standards of work and good staff relationships.
- To undertake responsibility for certain tasks both with cases and within the Family Centre setting and the building to ensure a smooth running and effective service is provided at all times.
- To assist in care of building, household/practical tasks and administration as directed by the Centre Manager or other senior staff.
- To assist with the care of the facilities and building and administration as directed by the Centre Manager and PSW's. This includes supporting to ensure that the building and its facilities are maintained to a high standard, and that health and safety regulations are followed for yourself and the families visiting/residing in the building.
- Workers will be required to manage a high level of risk and vulnerable families in the setting, often without managers on site (overnight).
- To understand and comply with Ofsted specific regulations and standards.



- To work unsociable hours (including some weekends and some bank holidays) on a pre-determined shift rota. The role is one that carries out overnight sleep-in shifts, requiring on average between 2-3 overnight shifts per week.

### **Generic Duties and Responsibilities**

- To keep knowledge up to date of changing contexts at local and national level, and take account of these in social care practice; modelling the social care role and contributing to the public face of the organisation.
- To promote a Signs of Safety approach in assessments, interventions, planning and service practice and developing the 'team around the family' model.
- Ensure that the voices and views of children and young people are sought, heard and represented appropriately; and evidenced throughout the work.
- To use innovative ways of working, taking into account research and experience from own and other services.
- To contribute to the continuous improvement of the services for children and young people in Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To participate in Departmental training as appropriate, and as directed by your supervisor. To ensure that this training is relevant to your role and is implemented effectively and improves/enhances practice and service delivery.
- To ensure the Council's Equal Opportunities policy is put into practice in service delivery. To make sure that your work is non-judgemental and takes into consideration the values and needs of those we are working with.
- To maintain strict professional boundaries with families who we are working with, and in particular who are residents in the centre.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 1989, 2004, the Children and Families Act 2014, Working Together and other key legislation in relation to child protection and safeguarding. For the residential setting: Have an understanding of the Residential Care Standards Act and the National Minimum Standards and how these impact our work.

### **Additional Information**

Maybe required to work bank holidays on rota cover

### **Team structure**

For the current structure please go to The Loop.

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>		
1. Knowledge and understanding of the main concepts of relevant legislation (such as the Children's Act), guidance and best practice in safeguarding young people. This should include a basic understanding of the National Minimum Standards and Ofsted regulations that are required of the service.		A&I
2. A sound understanding of (and ability to draw on): <ul style="list-style-type: none"> <li>Child development and the needs of young people.</li> <li>Effective partnership working with families,</li> </ul>		A&I

and how we can work effectively with children and their parents to achieve the best outcomes.	
3. To be willing and able to participate in regular, reflective individual and group supervision on cases and for personal development. This will also include being able to further their skills and knowledge through identified training relevant to the role.	A&I
<b>Experience</b>	
1. Experience of working with children and families in a paid position, including responsibility for areas such as: specific allocated tasks; allocated service users; direct work; parenting programmes or other evidence based approaches.	A/I
<b>Skills</b>	
1. The ability to work with very high risk and vulnerable families who will exhibit challenging behaviours, all whilst working in a pressurised environment. This includes ability to assess risk, safely challenge families by holding them to account and manage crisis within the settings.	A&I
2. Ability to undertake lone working at night in a residential setting and to make appropriate independent judgements about actions or use of available support systems.	A&I
3. Ability to work as part of a team and take responsibility for tasks allocated to you. This includes the ability to organise and manage your work and deadlines, to work flexibly and to work effectively under pressure that demonstrates tenacity and resilience in facing up to obstacles/challenges. .	A&I
4. Ability to use IT systems to record casework and produce clear observation reports and correspondence. This should include the ability to express observations and assessments of clients both verbally and in writing in a clear, objective and non-judgemental way.	A&I
5. An ability to work with a variety of other professionals and support families to engage in other resources and services in the community. You will be required to represent the service and department positively through all you do.	A&I
6. Understanding (and demonstration) of the differences between personal and professional boundaries and the need for these in an assessment setting whilst developing positive working relationships that engage families and involve them in their own decision making.	A&I
7. Ability to work as part of a team to ensure the safe running of the facilities and buildings that you are based in. This includes providing support for the safe day-to-day management of the building and its usage by colleagues and other professionals.	A&I
8. Ability to demonstrate an understanding of the Council's equal opportunities policy in respect of service delivery, and an awareness of the needs of differing cultural groups and other minority groups and what factors contribute to an abuse-free environment.	A&I

9. Ability to undertake lone working at night in a residential setting and to make appropriate independent judgements about actions or use of available support systems.	
10. Understanding (and demonstration) of the differences between personal and professional boundaries and the need for these in an assessment setting whilst developing positive working relationships that engage families and involve them in their own decision making.	A&I
11. Ability to work as part of a team to ensure the safe running of the facilities and buildings that you are based in. This includes providing support for the safe day-to-day management of the building and its usage by colleagues and other professionals.	A&I
12. Ability to demonstrate an understanding of the Council's equal opportunities policy in respect of service delivery, and an awareness of the needs of differing cultural groups and other minority groups and what factors contribute to an abuse-free environment.	A&I
13. Ability to undertake lone working at night in a residential setting and to make appropriate independent judgements about actions or use of available support systems.	
<b>Qualifications</b>	
Essential	
1. A relevant qualification such as NVQ; NNEB; Early Years Foundation, psychology/sociology degree, parenting programme/teaching certificate	A
2. Ability to work 2-3 sleep-in shifts a week as part of a pre-prepared rota. This includes working some weekends and bank holidays.	A and I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**