

Northumberland County Council

JOB DESCRIPTION

Post Title: Resource Worker – Northumberland Home Support Service	Director/Service/Sector: Children’s Services - Disabled Children’s Service		Office Use
Band: 6	Workplace: Your normal place of work will be at County Hall, Morpeth, however, you may be required to work at any council workplace within Northumberland County Council		JE ref: 4384 HRMS ref:
Responsible to: Team Manager – Northumberland Home Support Service	Date: November 2023	Responsible For: Direct work with children, young people with disabilities and their families and carers.	
Job Purpose: To work directly with children, young people who have a disability and their families and carers to deliver support and services across Northumberland in the home, community or via Groupwork. This direct work will help to promote change and development, provide respite for both families and children and young people and meet the physical, emotional, intellectual, behavioural, health, social and cultural needs of children and young people. The children and young people may have challenging behaviour, moderate to severe disability, and possibly complex health needs. They are often the most vulnerable in society and therefore require appropriate support and services to be in place to meet their needs.			
Resources	Staff	None	
	Finance	Authority for one off payments up to £50.00 required to support the activity of the service. Managing small amounts of money given to children and young people by their parents and carers, for outings/activities. Managing small amounts of money from petty cash for groupwork activities	
	Physical	Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems.	
	Clients	Substantial contact with disabled children and young people, including those considered most vulnerable, and families including within their own homes. Lone Working and working within the community.	

Duties and responsibilities:

1. To work directly with children and young people with disabilities, their families and carers, to provide respite whilst also developing confidence, independence, opportunity and accessibility.
2. Ensure that a high quality of care and support is delivered which meets the physical, emotional, intellectual, behavioural, health, social and cultural needs of the children, young people and families for whom a service is provided. This will include working in a range of settings in the community, groupwork and also working in children's own homes.
3. To provide a service provision plan and risk assessment for each child or young person for whom a service is provided. Participate in the development of other plans as needed for the child/young person and their family. Ensure that such plans are robust and implemented. Complete 3 monthly reviews of the service provision plan to ensure that the most appropriate and effective plan is in place and children young people and families continue to receive a service of high standard.
4. Administer medication where this is necessary, once training has been given, which may include emergency medication.
5. Attend relevant meetings related to children/young people and their families who are using the service - including review and planning meetings, and support other staff engaging in this task.
6. Develop good working relationships with other services working to support disabled children and young people in Northumberland. Ensure that those who refer to the service are provided with information about the service and an effective, timely and efficient response.
7. Communicate and engage with children and young people and their families in order to complete accurate service provision plans and build positive, trusting and effective working relationships.
8. Support the child and family in attending educational, health, social and cultural appointments and activities. This may include transporting children, young people and their families or supporting children and young people and their families in accessing public transport.
9. Supporting parents and carers in following advice and guidance related to good parenting, health and hygiene, and family routines.
10. Ensure that all necessary recording and documentation is completed and that all relevant electronic databases are maintained.
11. Work collaboratively with other services to ensure that a full range of services are provided and maintained - this will include understanding other services and supporting those services as needed.
12. Support team working, take part in training, supervision and appraisal and attend team meetings and development days. Work in other related services for short periods either as part of training or development or to meet the needs of the service and those who use it.
13. To ensure that duties are undertaken with due regard and compliance with GDPR and other legislation.
14. Any other duties consistent with the level and grade of the post.

COMMON DUTIES AND RESPONSIBILITIES

Quality Assurance

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

Communication

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives of continual improvement in quality of its service to internal and external customers.

Professional Practice

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

Health and Safety

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

General Management (where applicable)

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

Financial Management (where applicable)

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

Appraisal

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process

Equality & Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Northumberland County Council.

Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

Induction

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grad has been established on this basis.

Work Arrangements	
Physical requirements: Transport requirements	To visit disabled children, young people and their families at their home address. Transport children and young people to and from activities across Northumberland. Attendance at other meetings pertaining to the care of disabled children and young people throughout Northumberland may also be required i.e. Care Team Meetings. You will be required to drive and have the use of your own vehicle.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Resource Worker		Director/Service/Sector: Children Services – Disabled Children’s Service	Ref: 4384
Essential		Desirable	Assess by
Knowledge and Qualifications			
- Recognised professional or child care qualification - minimum of NVQ 3 or equivalent. - Excellent written and verbal communication skills - Good understanding of other agencies and how they function and provide support to families - Understanding of the needs of children and young people with disabilities, their families and carers. - Knowledge of and experience in using IT systems - Understanding of safeguarding procedures and the actions which must be undertaken to protect children from harm. Able to identify risk and take appropriate action.		- Understanding of the legal and statutory framework relevant to working with disabled children and their families - Understanding of child development - Understanding of challenging behaviour	
Experience			
- Experience of working with children, young people and families in a relevant setting - Experience of working with people from other agencies. - Experience of providing direct care and support - Experience of working as part of a team		- At least one year’s experience of working with children, young people and families in a relevant setting. - Experience of providing direct care and support including personal care to children and young people with disabilities. - Experience of group work - Experience of managing challenging situations - Experience of risk assessment - Experience of writing service specific care and support plans	

Skills and competencies		
• Able to engage with children, young people and adults of all ages and all levels of ability • Ability to be enthusiastic, outgoing, and confident. • Ability to work in partnership with children and families and other professionals. • Able to contribute to the service development • Ability to manage conflict • Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales • Well-developed interpersonal skills with the ability to communicate effectively with a variety of people • A commitment to equality of opportunity • Ability to work across agency boundaries within a multi professional setting • Ability to work independently and use own initiative to make decisions and manage own time on a day to day basis • Able to work as part of a team but also as a lone worker.	• Experience in using alternative methods of communication • Excellent recording and report writing skills using electronic data information systems • Able to contribute to the development of services. • Good organisational skills	
Physical, mental and emotional demands		
• Able to meet the physical and emotional demands of the post with support from line manager • To be able to satisfy the travel requirement of the post across the whole of Northumberland County. • Positive attitude to supervision and training • Positive attitudes to combating discrimination • Flexibility in carrying out duties and providing cover for colleagues as required. • Capable of discharging the full duties of the post including the ability to work under pressure that may require lengthy periods of concentration		
Motivation		
• In the Disabled Children's Service we are highly motivated and ambitious for every young person we support; it is a requirement for all staff members to strive to improve quality of life and opportunities for disabled children.		

Other		
• Ability and willingness to be flexible in order to meet the needs of disabled children, young people and families. • Able to work weekends, early mornings and evenings on a regular basis as part of a 7 day rota • Able to relate effectively and appropriately to children and young people who may have challenging behaviour • Able to drive with a current driving license and access to a car • Commitment to inter-agency working.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits