

Job Description

Senior Support Worker (Senior Children's Direct Care Officer)

Reference: 2573

Date: October 2025

Job Family:	Care / Children's Direct Care
Level:	2
Band:	6
Career Track:	Technical, Professional & Supervisory

Job Purpose

To provide effective care, guidance, and support to young people as a residential shift leader, working under the direction of the Residential Manager. Ensure the home operates efficiently and safely, in line with its agreed function, by leading the team in delivering high standards of care and maintaining a secure, nurturing environment.

Service Purpose

To deliver high-quality residential care and support for children and young people, ensuring their safety, wellbeing, and development. The service provides a nurturing environment that promotes positive outcomes, works in partnership with families and agencies, and contributes to the wider safeguarding and care strategy

Duties and Responsibilities

- **Care Planning and Delivery:** Implement and support long-term care plans tailored to individual needs, including health, education, and leisure, in collaboration with staff and external agencies.
- **Shift Leadership:** Lead and coordinate shifts, ensuring effective planning, risk assessment, and adherence to policies, procedures, and health and safety standards.
- **Team Support and Supervision:** Provide guidance and formal supervision to staff of a lower banding, support staff induction, and contribute to team development and training needs.
- **Safeguarding and Welfare:** Promote the safety and wellbeing of young people by following safeguarding protocols, reporting concerns promptly, and ensuring a safe environment.
- **Admissions and Transitions:** Support the admission, discharge, and transition processes for young people, ensuring smooth and well-documented procedures.
- **Relationship Building and Advocacy:** Build trusting relationships with young people, act as a Linkworker, and advocate for their views and rights in care planning and decision-making.
- **Behavioural Support:** Use de-escalation, negotiation, and encouragement techniques to support young people who may have experienced trauma or display challenging behaviour.
- **Communication and Reporting:** Communicate effectively with colleagues, young people, families, and external agencies, and contribute to clear, concise, and factual reports.

- **Record Keeping and Administration:** Maintain accurate records, including incident reports, care plans, medication logs, and legal documentation, and manage administrative tasks such as petty cash.
- **Multi-Agency Liaison:** Maintain effective liaison with other professionals, agencies, and community resources to support integrated care.
- **Professional Development:** Participate in supervision, appraisal, and training, and stay up to date with professional developments and best practices.
- **Health and First Aid:** Undertake First Aid training and provide first response care to ensure the safety of young people and staff.

Person Specification

Professional and Technical Requirements

- **Qualifications:** Level 2 qualification in Maths and English; Level 3 Diploma for Residential Childcare (England) or equivalent.
- **Experience:** Experience working with children and adolescents in residential or field services; for Barndale Short Break applicants, experience supporting young people with learning difficulties.
- **Legislative Knowledge:** Understanding of the Children Act 1989 & 2004, Children's Homes Regulations 2015, and safeguarding and child protection procedures.
- **Behavioural Understanding:** Awareness of why young people may display challenging behaviour and how to respond appropriately; for Barndale applicants, understanding of autistic traits and behaviours.
- **Communication Skills:** Ability to communicate effectively, especially in challenging situations, and to build appropriate relationships quickly.
- **Organisational Skills:** Ability to plan, organise, and prioritise your own and others' time and activities effectively.
- **Teamwork and Independence:** Ability to work both independently and as part of a team, including under pressure.
- **Care Planning and Risk Management:** Ability to follow individual care plans and risk assessments to support young people's needs.
- **Confidentiality and Respect:** Understands the importance of privacy, confidentiality, and respecting the rights and choices of young people.
- **Record Keeping and IT Skills:** Competent in IT and able to complete clear, factual, and timely written records.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.

- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.
- **Team Leader:** You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.
- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Responsible:** You take ownership for your decisions. You hold yourself accountable for what you have promised.

Desirable

- 2 years' experience in a residential setting.