

Job Description

Children's Direct Care Apprentice (Residential Care Worker)

Reference: 4079
Date: May 2026

Job Family: Care/Children's Direct Care
Level: 1
Band: 3
Career Track: Operational

Job Purpose

To support the provision of effective care to young people residing within the home, under the direction of the Home Manager and senior staff. The role involves assisting with care, domestic, and household tasks to meet the emotional and physical needs of children and young people, while working towards completion of an apprenticeship programme.

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

Safeguarding & Welfare

- Support the safety, health, and wellbeing of young people, reporting any concerns to senior staff.
- Assist in meeting young people's physical, emotional, and developmental needs.

Care Support & Daily Living

- Support young people with personal care and daily routines where required.
- Assist with preparing meals, serving food, and maintaining a clean and safe environment.
- Undertake domestic duties including cleaning, laundry, and general household tasks.

Care Planning & Support Delivery

- Work under supervision to support the implementation of care plans.
- Contribute to providing a structured and supportive environment for young people.

Relationship Building & Young Person Engagement

- Develop appropriate and professional relationships with young people.
- Promote positive behaviour and engagement through day-to-day interaction.

Behaviour Support & CALM Techniques

- Use CALM (Control, Aggression, Limitation & Management) techniques safely and appropriately as required, maintaining annual verification.

Partnership Working

- Work cooperatively with colleagues, managers, and external professionals.
- Maintain effective communication with staff and relevant agencies.

Record Keeping & Administration

- Maintain accurate records in line with policy and procedures.
- Support basic administrative tasks as required.

Policy, Procedure & Statutory Compliance

- Work in line with statutory requirements, policies, and procedures relevant to residential childcare.
- Follow instructions and guidance from senior staff.

Team Contribution

- Participate in supervision, appraisal, training, and team meetings.
- Contribute to a positive team environment and collaborative working.

Professional Development

- Successfully complete the required apprenticeship programme.
- Engage in training and development activities, including CALM training and re-verification.

Flexibility & Work Patterns

- Work flexibly across shifts and locations as required.
- Travel to different sites across Northumberland where necessary.

Person Specification**Professional and Technical Requirements****Qualifications**

- GCSEs (Grade C/4 or above) in Maths and English (or equivalent).
- Willingness to undertake and complete an apprenticeship qualification.

Knowledge, Skills and Experience

- Interest in working with children and young people.
- Basic understanding of confidentiality and safeguarding.
- Ability to follow instructions and work as part of a team.
- Ability to undertake domestic and practical tasks.
- Willingness to learn and develop professionally.
- Physical ability to carry out CALM (Control and Aggression, Limitation and Management) techniques and associated physical demands.
- Ability to work within a rota system, including sleep-ins and meeting transport requirements.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.
- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.
- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.
- **Service Focused:** You look for ways to serve customers putting their needs at the heart of everything you do.
- **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.

Desirable

- Previous experience of working with children or young people
- Understanding of the challenges faced by young people in care
- Awareness of behaviour management approaches