

Job Description

Residential Support Worker (Children's Direct Care Officer)

Reference: 2552

Date: October 2025

Job Family:	Care / Children's Direct Care
Level:	2
Band:	5
Career Track:	Technical, Professional & Supervisory

Job Purpose

To provide effective care and support to young people residing in the home, under the direction of the Residential Manager. Working as part of a team, the role involves delivering guidance, control, and a safe, nurturing environment in line with the home's agreed function and policies.

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

- **Compliance with Policies and Procedures:** Follow all relevant statutory requirements, policies, procedures, and Codes of Practice applicable to the home.
- **Supporting the Home's Objectives:** Work under the direction of senior staff to contribute to achieving the home's aims and objectives.
- **Care Planning and Delivery:** Implement care programmes tailored to each young person's needs, in line with their care plans, and in collaboration with colleagues and external agencies.
- **Health and Wellbeing Support:** Support young people's health and welfare, including dietary needs, medical care, education, employment, and leisure activities.
- **Building Relationships and Communication:** Build positive relationships with young people, listen to their views, and promote shared decision-making in partnership with families and professionals.
- **Behaviour and Emotional Support:** Use de-escalation, negotiation, and encouragement techniques to support young people who may display challenging behaviour due to trauma or learning difficulties.
- **Linkwork Responsibilities:** Act as a Linkworker when delegated, providing consistent support and advocacy for individual young people.
- **Admissions and Transitions:** Assist in the admission and transition process for young people entering or leaving the home.

- **Activity Planning and Engagement:** Plan and deliver engaging activities, including residential trips, ensuring appropriate risk assessments are completed.
- **Record Keeping and Administration:** Maintain accurate records and complete administrative tasks such as managing petty cash and pocket money.
- **Teamwork and Development:** Participate in supervision, appraisal, training, and other management processes to support personal and team development.
- **Safeguarding and Reporting:** Promptly report any concerns to ensure the safety and welfare of young people, and maintain safe data handling practices.

Person Specification

Professional and Technical Requirements

- **Qualifications:** Level 2 qualification in Maths and English; willing and able to undertake the Level 3 Diploma for Residential Childcare (England).
- **Experience:** Experience working with children and families in a public care setting, either paid or voluntary.
- **Relationship Building:** Ability to form appropriate and supportive relationships with young people quickly.
- **Communication Skills:** Strong verbal communication skills and the ability to complete written records clearly, factually, and promptly.
- **Organisational Skills:** Ability to plan, organise, and prioritise own workload effectively.
- **Teamwork and Independence:** Able to work both independently and collaboratively as part of a team, including under pressure.
- **Care Planning and Risk Awareness:** Ability to follow individual care plans and risk assessments to support young people's needs.
- **Confidentiality and Respect:** Understands and respects the importance of privacy, confidentiality, choice, and the rights of young people.
- **Emotional Resilience:** Able to support young people who may have experienced trauma or display challenging behaviour.
- **Commitment to Safeguarding:** Demonstrates awareness of safeguarding principles and a commitment to promoting the welfare of young people.

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

- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.
- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.
- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.
- **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.
- **Relationship Builder:** You quickly establish mutual respect and trust, building long lasting relationships with others.

Desirable

- Level 3 Diploma for Residential Childcare (England) or equivalent.
- Evidence of working with children and adolescents in residential / field services.
- Knowledge of the Children Act 1989 & 2004.
- Knowledge of Children's Homes Regulations 2015.
- Understanding of why young people display challenging behaviour.
- Competent IT skills.
- Knowledge of safeguarding.