

Residential Child Care Officer

Role Profile

Service: Residential Provider Services – Children’s Services
Band: Band 6
Reporting to: Registered Manager
Responsible for: No direct reports



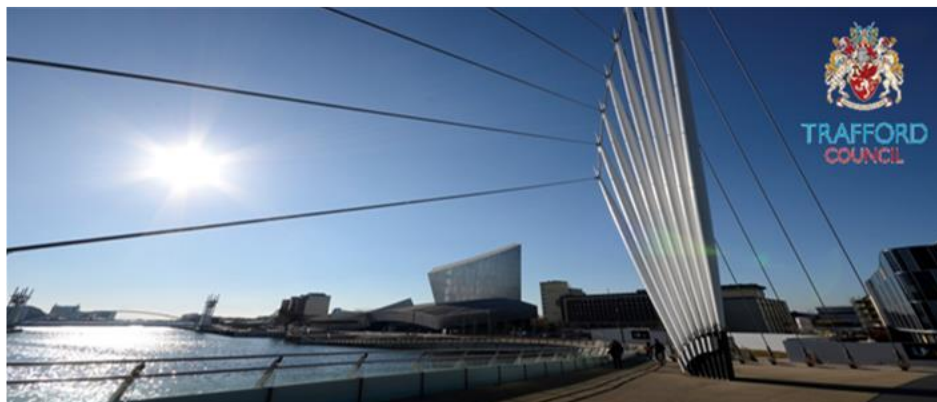
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region’s economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford’s huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits’ package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it’s not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Residential Children's Home services sit within the structure of Provider Services in Children's Social Care, which provides a range of different living options for children and young people. The children's home provides care and accommodation for 5 children who are cared for by Trafford. The service provides a range of interventions within a defined culture and intervention practice model and adopts a solution-focussed and restorative approach.

Your Main Priorities

- Maintaining a safe secure stable home for the children and young people, sharing in the practical activities necessary to maintain a warm, welcoming and safe environment.
- Supporting young people in all areas of their lives including physical/mental health, forming relationships, developing life skills, keeping safe, education/training/employment and accessing appropriate housing.
- Assessing situations and responding to risks immediately to safeguard, protect and educate children and young people.
- Developing effective working relationships with young people and maintaining relationships throughout key transition points and post 18 if required.
- Using a flexible, persistent and resilient approach to working with and supporting young people with complex and challenging behaviours utilising Therapeutic Crisis Intervention and Restorative Practice principles.

Key duties

- Implementing the principles of child development and supporting development through promoting a healthy lifestyle, providing a variety of appropriate stimulating activities and being a consistent and caring adult role model.
- Responsible for the direct day-to-day care of young people within a residential home accompanied by other supportive tasks and duties, such as domestic activities, arranging appointments.
- Recognising the inclusive needs of the diverse range of individual young people.
- Participating in assessing risks and producing action plans in relation to challenging behaviour, safeguarding and general health and safety using a risk managed (not risk averse) approach.
- Ensuring young people are kept informed of their circumstances and rights, and encouraging young people to take an active role in planning their lives.
- Contributing to and participating in case progress meetings, statutory reviews and all other meetings as required, and assisting in the formation and implementation of care plans and action plans that meet individual need.
- Supporting the process of transition in a timely way by helping young people achieve, and promoting their attainment of life skills.
- Adopting a solution-focussed approach to working with young people and families in order to help them rebuild relationships, increase their achievements, reduce their risks and build on their strengths.
- Producing accurate, informative, and timely written and IT-based records and producing reports.
- Regularly reflect on practice and taking full advantage of professional supervision and appraisals in line with the Restorative Matrix for Recruitment, Supervision and Appraisal.
- Developing and utilising effective communication skills.
- Giving young people the opportunity to participate in decisions affecting them, as appropriate to their age and ability, and taking their wishes and feelings into account.
- Working in accordance with Legislation.

About You

Qualifications and Professional Development

- NVQ 3 Caring for Children and Young People
- Hold or willing to obtain QCF Level 3 Diploma Health and Social Care
- Committed to continuous personal and professional development

Experience and Knowledge

- Previous experience working with young people aged 11-18 and their families
- Experience and resilience in working with young people with complex and challenging behaviours
- Experience of multi-agency working
- Good understanding of Child Protection and the processes involved
- Good working knowledge of the intervention strategies/programmes that can be used to support vulnerable children, young people and families
- Good understanding of key childcare legislation, regulations, guidance and assessment frameworks
- Knowledge of services available in the community for children and young people
- Experience of working with established systems and procedures to ensure secure and accurate recording of information

Skills and abilities

- Interpersonal skills with a proven ability to develop positive and empowering relationships with children and young people
- Excellent communication skills (verbal and written); promoting views of children and young people and able to engage with and present information to a range of audiences in a way that is relevant, clear and understandable
- Ability to work collaboratively as part of a team to contribute to service delivery
- Flexible and adaptable approach to work; able to assess and manage challenging situations in a professional and empathetic way
- Risk management and assessment skills
- Time management skills
- Effective monitoring and recording information and report writing skills
- Problem solving skills and the ability to find innovative solutions
- Flexible approach to work and ability to manage conflicting priorities successfully

Special Conditions

- Car User / full driving license required
- Willing and able to travel
- Full Enhanced DBS is required

- Unsocial hours/weekend work is required

Date prepared/revised	MAY 2023 OCT 2024 Updated 18/09/2025
Prepared/revised by	S Rimmer / C Gardner / R Pollard
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.