



Your job

Job Title: Residential Support Worker

Service: People's

Grade: G5

Reporting to: Registered Team Manager

As a Residential Support Worker, you will play a crucial role in providing day-to-day care and support to our children, helping them to develop essential life skills, manage their emotions, and build positive relationships. You will work as part of a dedicated team to create a nurturing environment where every child feels valued, respected, and supported. You will provide practical and emotional support to children and young people with EBD and mental health challenges.

At our children's home, we provide a safe and nurturing environment where children with EBD and mental health challenges receive the support and care they need to thrive. Our team is committed to empowering each child to overcome obstacles and reach their full potential in a supportive and caring atmosphere.

In addition, you will be part of a multi-disciplinary team holding a key role engaging with young people to ensure they are able to build strong relationships, develop resilience, learn life skills, and explore future opportunities living in a family setting or transitioning successfully to a suitable independent setting, helping them be the best that they can be.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance

in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an Ongoing basis:

- Provide practical and emotional support to children and young people with EBD and mental health challenges.
- Follow individual care plans, risk assessments and behaviour support plans tailored to meet the specific needs and goals of each child.
- Support children in developing essential life skills, such as personal hygiene, cooking, and budgeting.
- Encourage positive behaviour and social interaction, using appropriate strategies to manage challenging behaviour.
- Work with a trauma informed approach.
- Build positive relationships with children, promoting their self-esteem, confidence, and resilience.
- Collaborate with colleagues and external professionals to ensure the holistic well-being of each child.
- Maintain accurate records and documentation of care interventions, progress, and incidents.
- Work as part of a team, on rota basis. Including 24hr shifts with sleep in duties.
- Proactively support the young person's care plan – and taking active responsibility to promote their Health, Education, Independence, Social, Emotional and Personal Well Being.
- Work at any home or designated workplace according to direction from management
- Contribute to and create a warm, caring and nurturing environment.
- Work within a Multi-Disciplinary Team with a range of professionals supporting children and their families.
- Develop an understanding of, and strive for, excellent practice in line with standards, regulations, and the Ofsted framework.
- Promote contact with the child's birth family and others through supervising and / or transporting children to contact in conjunction with the child's care plan.

- Participate in assessing risk and developing action plans in relation to challenging behaviour, safeguarding and general Health and Safety using a risk managed (not risk averse) approach.
- Take an active part in promoting the child's involvement through youth, leisure, social and recreational activities within the local area.
- Ensure that the child's individual cultural and religious needs are promoted and respected.
- Ensure a regular log and record of events is maintained including daily diary sheet/ medication check list.
- Complete reports and fulfil expectations of the home in terms of record keeping, administration, and finance and maintain files to the service's standards. This will include accurate written records of the work undertaken with young people and their families and recorded on electronic systems as appropriate.
- Prepare for and attend MyTime (supervision) Sessions – both individual and group sessions (Team Meeting) and take a proactive part in self-development to learn.
- Support our young people to have varied experiences, to promote positive outcomes and have **FUN**.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A relentless passion and professional curiosity with the ability to work with vulnerable young people. You will be flexible, dynamic, persistent, and resilient and operate within a defined culture and intervention practice model and adopt a solution focussed and restorative approach.
- Experience of working in a residential setting and /or with young people and their families.
- Experience of working with young people with complex and challenging behaviours.
- Childcare qualification level 3 or equivalent – or the willingness to work towards it.
- Good numeracy and literacy skills including effective recording and report writing skills.

- Ability to demonstrate good childcare practice in your own direct work/interventions.
- Ability to demonstrate good IT skills.
- Desire to pursue continual professional development.
- Knowledge of policy, regulations and law relating to the care of children and young people including Safeguarding and Child Protection.
- Liaise effectively with other agencies, professionals, families, and young people.
- Able to demonstrate risk management and assessment skills.
- Have time management skills and the ability to work flexibly across a range of settings on a rota basis including sleeping in duty, waking nights and weekend working.
- Understanding and commitment to Restorative Practice.
- Good motivation skills, personal resilience, and the ability to develop this in young people.
- Able to demonstrate problem solving skills and the ability to find innovative solutions.
- Good communication, interpersonal and advocacy skills.
- Ability to meet the travel needs of the post. Please be aware that this may involve significant travel implications and will involve transporting children and families.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”