Residential Support Service
Relief Assistant Residential Worker
Job Description & Person Specification

Job Description

Relief Assistant Residential Worker

Overall Purpose of the job

To be part of a team supporting children and young people across a 24-hour rota, ensuring children and young people with additional needs receive high quality, person centred care that enables them to achieve positive and meaningful outcomes. This includes promoting independence, supporting the development of new skills, encouraging positive relationships, and enabling children and young people to enjoy activities that are important to them.

To provide support for children, young people and their families as described in their care plan and under the supervision of the shift leader and your manager.

Working in line with regulatory requirements and organisational policy and procedure and contributing to the achievement of an outstanding, good or equivalent rating in external inspection is also an important part of this role.

Main Accountabilities

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1.	Provide individualised support to children and young people with additional needs on a 1:1 or 2:1 within residential support services and the community on a 24/7 basis. This may include, supporting personal care such as toileting, bathing, changing, moving and positioning and assisting with eating and drinking.
2.	To be part of a team on shift and maintain personalised high quality care and support that is outcome focused for individual children and young people. To work in line with agreed organisational procedures to ensure the safe care and support of children and young people in our care.
3.	Support children and young people to be as independent as they can be with all aspects of daily living and encourage development in these areas appropriate to age and support needs. Identify safeguarding concerns, respond appropriately, and follow safeguarding procedures to promote the safety and wellbeing of children and young people.
4.	Build and maintain professional positive working relationships by providing emotional and social support to children and young people that may have behaviour challenges and promoting positive behaviour support at all times.

	Use communication methods that meet the needs of all children and young people.
5.	Ensure that children and young people have a voice and are heard and understood, and their wishes and feelings are responded to.
6.	Ensure that the views of parents and carers are sought, heard and responded to effectively.
7.	Undertake routine household tasks e.g. cooking, washing, shopping and/or supporting young people to undertake these tasks to enable the smooth running of the home.
8.	Consistently apply Cambridgeshire County Council's policies and procedures, operational instructions and professional practice standards as well as regulatory and legislative requirements. Be familiar with and comply with health, environmental and safety policies and procedures implemented for the safety of the children/young people and other staff in the home. Ensure that in the event of serious risk, immediate action is taken to reduce this risk including immediate notification to the management team.
9.	Ensure all records, paper and electronic, are maintained and stored according to Cambridgeshire County Council's policy and procedure, operational instructions and in line with good practice recording and reporting procedures.
10.	Contribute to the development and evaluation of care plans and input to service planning meetings where required. Attend other meetings as directed, reporting issues raised to line management. Ensure that all relevant documents are written professionally and inclusively with Children/Young People and the people that know them best. Promoting children/young people's views ensuring that they directly influence their care, support and development.
11.	Appropriately seek management support and advice as needed to meet the needs and maintain the safety of the child or young person.
12.	Develop effective working relationships with team members, Cambridgeshire County Council colleagues, partners and other external agencies to promote positive outcomes for all children/young people.
13.	To carry out any other reasonable tasks required to support service delivery.

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Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Level 3 Diploma	Residential Childcare or equivalent **Or** Committed to achieving within 2 years of appointment	**Desirable** **Essential**

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge	Demonstrates a sound understanding of current best practice, legislation, and emerging issues relating to children and young people with SEND, and the impact on their families and carers	Desirable
	Knowledge of safeguarding children and young people, including identifying indicators of abuse, neglect, exploitation and harm, and understanding the actions required to protect children and young people from risk.	Essential
	Understanding of positive behaviour support and effective communication approaches for children with additional needs	Desirable
	Awareness of health and safety, risk management, medication, and regulatory requirements within residential care settings	Desirable
	Commitment to ongoing professional development through workplace learning, training courses, online learning, and other development opportunities.	Essential

Skills	Ability to communicate effectively using a range of methods tailored to individual needs	Essential
	Strong observation, recording, and report-writing skills	Essential
	Ability to remain calm under pressure	Essential
	Competent IT and administrative skills to maintain accurate records and documentation	Essential

	Proven ability to prioritise, organise and plan work as directed	Essential
	Ability to identify safeguarding concerns, assess risk, take appropriate action, and follow safeguarding procedures to promote and protect the safety, welfare, and wellbeing of children and young people.	Essential
	Ability to support children and young people to develop independence, life skills, and social skills	Essential
	Experience of working within a health, social care, education, residential care, or related setting	Desirable

Experience	Relevant experience of supporting children and young people or adults with SEND and/or complex needs	Essential
	Experience of developing positive relationships with children and young people based on trust and respect	Essential
	Experience of maintaining accurate records, daily logs, assessments, and reports	Desirable
	Experience of working with families, carers, and partner agencies	Desirable
	Experience of managing challenging situations and promoting positive outcomes	Essential

Other Attributes	Commitment to equality, diversity, inclusion, and anti-discriminatory practice	Essential
	Flexible and adaptable in meeting the changing needs of the service	Essential
	Committed to promoting children's rights, wishes, feelings, and participation	Essential
	Ability to reflect on practice and use feedback positively to improve performance	Desirable
	Ability to work across a range of residential and community settings	Essential
	Willingness and ability to travel across the county as required	Essential
	Ability to work a 24-hour rota including evenings, weekends, sleep-ins, bank holidays, and waking nights as required	Essential

Equal opportunities	Ability to promote equality of opportunity, value diversity, and respond sensitively and effectively to the behavioural, physical, social and welfare needs of children, young people and others.	Essential

Safeguarding commitment

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We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Disclosure Level

What disclosure level is required for this post?	Enhanced with adult and child barred list checks

Work Type

What work type does this role fit into?	**Fixed**	Flexible	Field	Home