

ROLE PROFILE

Job family	Care	Role profile number	CA09-1458	Grade I
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Job purpose: Manage allocated work and cases to maintain or improve the wellbeing of clients. To determine care packages/support plans.

Grade I posts are higher in 'Creativity & Innovation' and 'Decisions' with the requirement for decisions on less well established situations where only general guidelines are available to support the decision making process. This level of post will require postholders to be working towards a professional qualification in a relevant field.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required. Assist in more complex cases under supervision, or where appropriate shadowing experienced colleagues.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.

	Support parents or carers regarding development issues including complex problems. Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a material effect on the service. Conduct assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service. Appropriate support/care plans are developed; considerations are made to the cost effectiveness.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Senior Child Care Officer	
Role profile family:	Care	
Role profile number and grade:	CA09-1458	Grade I
Number of posts:	5	
Service/Team:	Canon's House	
Reports to:	Manager/Deputy Manager	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

The overall responsibilities of the service/function are:

Canon's House provides respite care to children and young people with learning disabilities. We provide a safe but therapeutic environment where the children and young people learn and develop social and self-help skills.

All staff are responsible for providing a high quality, efficient and effective short-breaks service that responds to the needs of disabled and life-limited children and young people and their families/carers within a dedicated team.

Job Purpose

Within the residential respite home, the care worker main duties are concerned with the physical and emotional care of the children with behavioural difficulties and complex/life-threatening health care needs, acting as far as possible in a happy, stable and stimulating environment. This will include the promotion of each child's developments to achieve identified outcomes including choice, independence, dignity, rights, autonomy and privacy.

Be a positive role model for children /young people

Specific duties and responsibilities include:

- Take a lead in supporting and supervising staff in the overall management and organisation of the Home to ensure its smooth and efficient running. This will involve leading shifts and taking accountability for on the spot decisions. You will need to be able to liaise with the care officers to plan appropriate activities for the shift in-line with support plans and risk assessments. You will have good organizational skills to lead the team through any disruptions/changes within the daily routine.
- To participate in and be accountable for the provision of a safe and comfortable environment for children and young people. This will include being able to respond to any health and safety concerns. You will be required to undertake all mandatory training to ensure you are equipped with the knowledge and understanding to maintain a safe environment.
- To participate in the working rotas, including evenings, sleeping-in duties and weekend duties in accordance with policy and as is necessary for the efficient running of the Home. Attending and contributing to senior meetings with managers. Take an active role in regulation 44 visits and contribute to regulation 45 reports.
- You will have undertaken supervision training and have experience to provide supervision and appraise a small number of staff, both relief staff, domiciliary staff and care officers who are key workers. Ensuring your supervisees meet the requirements of their key worker role. You will also be required to have an in-depth knowledge of your supervisee's key children.
- Take a lead in supporting and supervising care staff in reviewing, contributing and implementation of new and established care programmes for children. This will also include being a key worker to a small number of children. You will be required to have an in depth understanding of your key children; attending reviews and liaising closely with other professionals to act in the best interest of the child and guide/support junior colleagues in their key worker role.
- Take a lead in assessing the needs of yours and your supervisee's key children. Supporting them to write reports, and make accurate changes to support plans and risk assessments. Take a lead in setting goals and targets in-line with CIN plans and advocate for children when required and guide/support junior colleagues to set goals and targets for their key children.
- You will be required to maintain your safeguarding knowledge and understanding through Wiltshire Council's e-learning and keep up to date with the correct reporting procedures. You will be able to recognise safeguarding concerns and report immediately through your understanding and knowledge of reporting flow charts.
- To be involved in individual and group recreational activities as appropriate, both in-house and out in the community and take the lead in encouraging staff to contribute to the planning of

activities through yours and their knowledge of the children.

- Take a lead in challenging practice to make improvements to service.
- Assist in the provision of appropriate safe care, in accordance with the regulations and quality standards. When leading shifts you will need to take the initiative to ensure the team are following correct procedures e.g. support plans, manual handling plans and risk assessments. This will also include having a thorough knowledge of Ofsted regulations and how they enforce them through the inspection process.
- You will be knowledgeable and supervise the delivery of support including a range of specialist support and care to children and young people some with complex medical care needs and take the lead in guiding and supporting staff newly trained. This will include training in specific areas of complex health e.g. enteral feeding and keeping abreast of changes to regulations and child's specific needs. When leading shifts, you will take the lead in administering medication and comply with home's medication policy and regulations pertaining to the storage and administration of medications in the Health and Safety Act. This will include the ability to complete the necessary training and maintain knowledge and skills in this area and, if necessary, report incidents/concerns to the management team.
- Take the lead when liaising with managers and other professionals to make changes to and implement specific behavioural support programmes.
- As well as providing for the emotional and basic physical needs of children including, where it is appropriate to do so, assist with personal care, washing, feeding, dressing, toileting etc. and guide and support junior colleagues.
- Attend and participate in staff meetings, supervision and appraisals and any training as identified by line manager. This will include specific induction for Canon's House.
- As a senior member of the team you will be required to support the managers by taking responsibility for specific tasks e.g. COSHH, Medication, compiling rotas and bed planning. Also, taking a lead on children's meetings and questionnaires. This will involve presenting and giving feedback to team.
- As a senior member of the team you will be a point of contact for parents, carers, visitors and other professional visitors to the home in line with the day to day running of your shift. You will need to take the lead in covering shifts when there are shortfalls due to sickness etc.
- To engage and listen to children and young people both on an individual level and in group meetings. This will include coordinating staff to hold in-house children's meetings and assist with children's questionnaires and to act on outcome. Be competent in recognising signs of distress or abuse, know the correct procedures for reporting and, inform manager of any significant concerns.
- Take the lead in actively developing and supporting an environment that stimulates children and provides opportunities for them to achieve their full potential. This will be done by encouraging independence and self-help skills in-line with individuals support and CIN plans. You will have the ability to empower and work in a person-centered approach to encourage children to meet their goals and targets.
- Act in Compliance with and enforce service policy health and safety, e.g. prevention notification of

accidents, prevention of fire and in line with the home's instructions and procedures, managerial and administrative and financial instruction and guidelines for petty cash, pocket money, recording guidelines etc.

- Seek advice from line manager immediately of any situation where you may have a concern.

Specific requirements for this post:

- Have a flexible approach and work within a varied rota including evenings, weekends and sleeping-in overnight duties

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to A levels of equivalent relevant experience.
- NVQ Level 4 or equivalent significant experience in a relevant field (with a commitment to undertake qualification as required) e.g. Health, Children and Young People, Social Care, Early Years.
- Have training and experience in supervising others and have completed (or have committed to undertake) the Council's internal aspiring manager programme or ILM level three Leadership and Management qualification.
- Experience of working in a care setting, preferably experience within children services.
- Competent in a variety of communication methods e.g. Makaton, PECs.
- Knowledge of disabilities and autism. Knowledge of associated medical conditions and experience of medical interventions e.g. gastrostomy care, oxygen therapy etc.
- Paediatric Manual handling techniques
- Paediatric First Aid qualification
- Hold safe handling and administration of medication level 2.
- Knowledge of behaviour interventions
- Abilities:-
 - to work on own initiative
 - be creative
 - sensitivity and patience
 - to be a team leader
 - to keep calm in difficult situations
 - to make decisions and lead shifts
 - ability to guide and support others to follow support plans
 - ability to implement and monitor specific tasks e.g. children's meetings/questionnaires, rota/bedplan
 - flexibility and adaptability

- Physically able to undertake manual handling as required.
- In-depth knowledge of Child protection issues and role in keeping children safe.
- Ability to write support plans/risk assessments and support and supervise others to write support plans and risk assessments.
- Ability to write and record accurately.
- Have an in-depth understanding of the needs of children.
- Fluent in English.
- Knowledge of behaviour intervention
- Hold a full clean licence

Desirable

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Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.

Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

Employees should refer to the Corporate Driving at Work policy for further information.

Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party

This role is not politically restricted

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>