Cumberland Council

Post Specification

Date	**February 2026**
PG Number	**8961**
Post Title	**Residential Support Worker**
Job Family	**People Care and Development**
Job Family Role Profile	**PCD7**
Final Grade	**Grade 9 (inc JWC's)**

To be read in conjunction with the job family role profile

Service Area description

This post is part of the children's home service area, supporting vulnerable young people and their families to manage difficulties they may be experiencing around issues of attachment, trauma, social exclusion, and emotional health and wellbeing. The service aims to provide high quality care, support and advice for young people who are looked after.

Purpose of this post

To provide positive meaningful support to children and young people who are living in a children's home. In order to improve outcomes and support the pathway through care for children, young people and their families.

Key job specific accountabilities

1. Work as part of a team within the Children's Home providing evidence of high standards of care as required in accordance with relevant legislation, procedures and policies and deliver the 'statement of purpose' for the home.

2. Work as part of a team and individually to provide high quality person centred care to young people and their families based on their assessed needs. Provide a safe stimulating environment to support their development, including activities outside of the home.

3. Build and maintain professional working relationships with children and young people and their families. Provide emotional health and wellbeing support and practical support to young people who can display challenging emotional, social and behavioural difficulties.

4. Establish relationships with the community and links to support the young person's development.

5. Support young people with their personal and health care including the administration of medication and support any clinical procedures in line with the Councils policy and procedure

6. Support young people to have their voice heard in all aspects of their care planning and experience of living in the home. Ensure that these are responded to and promote communication and participation with partner agencies

7. Support the managers in maintaining appropriate standards of care which is of high quality and exceeds the regulatory requirements in line with legislation, council policy and procedure and health and safety executive.

8. Support young people in the home as part of a cohesive team with the ability to undertake day to day household tasks and support young people to undertake these tasks too in order to promote their independence.

9. Support children and young people by introducing strategies to deal with anger, self-esteem, grief and loss, attachment issues, anti- bullying, keeping safe and relationships. Including therapeutic crisis intervention strategies.

10. To assist with the upkeep and maintenance of the Unit ensuring standards of cleanliness and safety for children and young people and by assisting young people to take pride in their bedroom spaces and by maintaining good decorative standards in the Unit.

11. Adhere to the practice of individual staff supervision and annual appraisal in order to maintain the highest possible levels of skill, expertise and personal development.

12. Conduct all work in accordance with relevant policies, including compliance with equality and diversity procedures.

13. Adhere to Council policies on confidentiality and information sharing giving due to consideration to the protection and well-being of the child as paramount.

14. Contribute to the Councils emergency planning activity in a time of crisis.

15. Support the Council's core values and corporate standards.

16. Undertake sleep in and weekend duties in line with the homes rota system.

17. Undertake such other duties and responsibilities commensurate with the grading and nature of the post.

18. Ensure that the Service is at all times pursuing good individual relations and fair personnel, health and safety, equal opportunity and management practices. To take reasonable care of your own health and safety.

19. Enhance the Council's image within the community by promoting awareness of services and achievements and encourage greater public participation.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post	
Budget Responsibilities	• Delegated responsibility for the handling of petty cash and accountability for expenditure allocated.
Staff Management Responsibilities	•
Other	• Maintaining and updating paperwork relevant to the young person's file and appropriate management of the residential home responsibilities. • Use of ICT equipment including access to ICS

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications:

Essential

- Diploma 3 in residential child care or equivalent NVQ3 or equivalent demonstrable experience.
- Evidence of ongoing professional development.

Desirable

- NVQ4, degree or equivalent in relevant professional area, Education, social care, child care
- Counselling

- Parenting programmes

Knowledge:

Essential

- Knowledge of current relevant national policies, statutory guidance and legislation in respect of children and young people who are looked after.
- Knowledge of child development 8-18 inclusive
- Knowledge of managing challenging behaviour
- Understanding of working with drug, alcohol, domestic violence and mental health issues
- Knowledge of attachment theory and behaviours
- Understanding of Equality and Diversity issues
- Knowledge of the impact of loss and trauma on children and young people

Desirable

- Awareness of Health and Safety requirements
- Knowledge of the way in which partners work e.g. schools, health agencies housing providers
- Knowledge of therapeutic crisis intervention strategies.

Relevant Experience:

Essential

- Experience of working with individual children and young people 8 – 18 their families and/or Carers
- Experience of working with other agencies and partners to improve outcomes for children and Young people
- Experience of working within a residential setting supporting young people with challenging behaviours

Desirable

- Previous experience of working in and a good understanding of the services provided by a Children's Services directorate
- Experience of group work
- Experience of parenting programmes
- Experience of working with challenging families
- Experience of working with children with complex needs

Skills:

Essential

- High level of interpersonal skills
- Ability to communicate at all levels with effective concise, relevant and accurate material both written and verbal, to meet the individual needs of children and young people and their families
- Ability to prioritise and manage work effectively to reach agreed timescales and deadlines
- Ability to deal with difficult, sensitive, emotional and stressful work
- Ability to risk assess and respond to a range of situations
- Ability to work within settings and the community independently
- ICT competent in using Microsoft Word, Excel, Email and Internet
- Ability to assess, complete and review a needs led child's plan
- Good observation and active listening skills
- Ability to manage confidential information
- Ability to work on own initiative and as part of a team
- Professional integrity, reliable, consistent, adaptable and resilient
- Ability to motivate and develop others
- A willingness to commit to ongoing professional development and training
- Ability to show empathy and understanding of other views

Desirable

- Group work skills including parenting programs
- Awareness of the impact on children of emotional and social circumstances and events
- Ability to produce quality court reports
- Able to problem solve and offer solutions

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
    - DBS Enhanced – Children

Job working circumstances

Emotional Demands	• Ability to manage the emotional demands of the role which will be high and frequent.
Physical Demands	• Physical fitness in order to undertake TCI refresher training 6 monthly and engage with young people on activities
Working Conditions	• Ability to lone work and manage time for report writing • Sleep in and weekend duties • Ability to manage challenging behaviour from young people and families on a Regular basis • Ability to travel around the county and out of county if required.

Other Factors

- Hours worked on a rota/shift basis
- Sleep-in requirements
- Be aware of and implement CCC No Smoking Policy
- Be able to adjust at short notice rostered/shift hours due to staffing or other difficulties
- Able to use physical intervention and Therapeutic Crisis Intervention Techniques as required by County Policy
- Must be at least 23 years of age