

Shift Leader

JE Code: 0243

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Residential Children’s Homes |
| **Reports to:** | Deputy / Residential Manager |
| **Job Family** | Care and Welfare |
| **Grade:** | G |
| **Political restricted** | N |
| **Date:** | June 2022 |

**Key Deliverables**

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| **1.** | The role holder will be responsible for providing a 24/7 service of advice, guidance and support to relevant children and young people and their families. Management of the service for a shift, taking responsibility and making decisions for the safety and wellbeing of children and young people using the support of the on-call manager as necessary. You will take a lead role in enabling the various adhoc formal and informal inspection processes. |
| **2.** | To lead the management of challenging behaviour on shift ensuring the safety of children and staff through risk assessment and de-brief, liaison with managers where necessary. Undertaking and developing physical intervention skills in order to safely manage challenging behaviour. |
| **3.** | To ensure the maintenance of accurate, concise, and timely written records highlighting key information for shift handover and managers in accordance with relevant regulations, standards and local guidance. Monitoring and reviewing risk assessments and identify the need for additions, changes and amendments  Constantly undertake informal risk assessments adapting practice and decisions accordingly to ensure the safe smooth running of the shift. |
| **4.** | To lead on the implementation of children’s individual detailed care plans and undertaking risk assessments in conjunction with multi agency colleagues. |
| **5.** | To mentor and coach new / inexperienced staff by modelling good practice in the development of link working, detailed care planning, direct work with children and young people and multi-agency working. To observe the practice of others and identify areas for development on shift, offering debrief and informal supervision sessions highlighting serious concerns to the manager. |
| **6.** | To model, mentor and coach children enabling the development of a range of skills.  Be able to work alongside children, families and professionals to enable best outcomes for the children and families. Prioritising effectively to ensure all children have their needs met and are kept safe. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Diploma level 3 for the Children’s and Young People’s work force (or willing to commence within 3 months), or a minimum of 1 years’ experience in residential childcare. Experience of paid or voluntary work with children and / or learning disabilities. |
| **2.** | Safe handling of Medicines Certificate or to undertake within 3 months  Ability to manage petty cash and personal monies responsibly. |
| **3** | Have an insight into the varying communication needs of children with learning disabilities, and the ability to communicate verbally and non-verbally using a range of communication methods.  Ability to offer a range of stimulating play activities with children and to view life from the child’s perspective. |
| **4.** | Acute observational skills and the ability to write detailed, descriptive records for a variety of purposes. |
| **5.** | Write, monitor and review risk assessments and identify the need for additions, changes and amendments.  Constantly undertake informal risk assessments adapting practice and decisions accordingly to ensure the safe smooth running of the shift. |
| **6.** | Physically able to undertake moving and handling to meet the needs of physically impaired children. Use specialist equipment safely highlighting any problems immediately. |



Job Family

Care & Welfare

Grade G

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role Characteristics

At this level posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

**The Knowledge and skills required**

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. Roles at this level will engage with others in assisting with physical tasks requiring

some modest manual dexterity. Computer use is also a day-to-day feature of these roles.

**Thinking, Planning and Communication**

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day-to-day basis with groups and individuals, there will also be a need to take a longer view which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision Making and Innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holder will independently respond to problems, some of which may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

**Areas of responsibility**

Job holders are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day-to-day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and Demands**

At this level, the requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.