



JOB DESCRIPTION

DIRECTORATE: Families and Wellbeing

SERVICE: Children's Social Care

POST DETAILS

Job Title: No Wrong Door (NWD) Portfolio Lead
Grade: 7
Location of Work: No Wrong Door Hub (St Katherine's Way)
Directly Responsible To: NWD Team Manager / Deputy Manager
Directly Responsible For: N/A
Hours of Duty: 37 hours

Primary Purpose and Scope of the Job:

The core purpose of this job is to proactively provide the support and interventions young people to reach their potential. The post holder will be responsible for the direct day-to-day care of young people within a residential home accompanied by other supportive tasks and duties. Additionally, the post holder will also provide support to young people on the edge of care, accommodated in the various other hub placements, and care leavers (including post 18). The post holder will have the required interpersonal skills to adopt relationship based practice, in keeping with our systemic practice model.

This role will have a designated portfolio lead within the hub's 'Core Offer.' These will be rotated periodically to ensure role development.

Portfolio Lead areas are:

- High risk behaviours and risk management
- Rebuilding relationships
- Accommodation and life stage transitions
- Education and training
- Resilience, self-esteem & activities
- Emotional and physical health and wellbeing

Portfolio Leads will drive the action planning, interventions and case progress for young people through effective communication with a range of professionals working together to improve outcomes for young people

WORKING RELATIONSHIPS

The post holder will be required to develop positive working relationships with children, young people and their families, No Wrong Door Hub team, social workers, Families First team, Residential team, foster carers and staff in other service providers that may have a role in supporting a child or young



person (eg. school-based staff, police staff, staff in community services, housing providers, youth offending team).

KEY TASKS AND ACCOUNTABILITIES

Operational management:

1. Develop understanding of and strive for excellent practice in line with standards, regulations and the Ofsted framework
2. Support young people in all areas of their lives including physical/mental health, forming relationships, developing life skills, keeping safe, education/training/employment and accessing appropriate housing
3. Understand the principles of child development and support development through promoting a healthy lifestyle, providing a variety of appropriate stimulating activities and being a consistent and caring adult role model
4. Understand the impact of trauma, neglect and early adversity on adolescents
5. Be sensitive to the needs of the individual young people regarding race, culture, language, religion, gender, sexuality and culture-specific events
6. Develop effective key working relationships with young people and maintain relationship throughout key transition points and post 18 if required
7. Share in the practical activities necessary to maintain a warm, welcoming and safe environment
8. Participate in assessing risks and producing action plans in relation to challenging behaviour, safeguarding and general health and safety using a risk managed (not risk averse) approach
9. Provide for young people's physical needs as necessary—for example by cooking, washing, ironing, shopping, budgeting, making appointments—and equip them with the skills they'll need to be able to carry out such tasks themselves
10. Deliver support to young people and families across all hub placements and services— i.e. activities, residentials, edge of care, hub accommodation placements, bespoke arrangements and after care services/placements
11. Demonstrate a flexible, persistent and resilient approach to working with and supporting young people with complex and challenging behaviours, placing emphasis on the emotion behind the behaviour and adopting a person centred approach to each individual young person



12. Ensure young people are kept informed of their circumstances and rights and promote young people taking an active role in planning their lives and taking as much control and responsibility as is appropriate
13. Actively promote the development of a systemic practice model across hub areas
14. Ensure links between service areas are developed and maintained and work collaboratively with a range of professionals to provide a good service
15. Contribute to and participate in case progress meetings, statutory reviews and all other meetings as required and assist in the formation and implementation of care plans and action plans that meet individual need
16. Support the process of transition in a timely way by helping young people achieve and promoting their attainment of life skills
17. Proactively support young people to return to / maintain links with their families, where appropriate
18. Exercise curiosity when working with young people and families, exploring life experiences/relationships and understanding how these may have influenced outcomes for them. Work with young people and their families, devising shared goals and supporting them to achieve these.
19. Promote and participate in decision making forums in respect of planning for young people
20. Produce accurate, informative and timely written and IT-based records
21. Support the effective induction of new and sessional staff and help develop and promote a learning culture within the organisation
22. Utilise all opportunities for learning and reflection by way of both one to one and peer supervision. Prioritise your learning and development, making use of all training opportunities available to you and building on your knowledge and skills.
23. Understand your role as part of a larger network and take responsibility for supporting others in the development of their knowledge and skills.
24. Show commitment to supporting and promoting good outcomes for young people. Share best practice and celebrate successes in order to allow further opportunities for learning.
25. Act as shift lead and be responsible for effective planning, interventions, practice and utilisation of resources



26. Be a positive role model for colleagues and provide support, encouragement and guidance to staff when dealing with complex situations, including debriefing of staff post critical incident
27. Deliver supervision to sessional workers
28. Contribute to the development of in-house recording systems, and perform auditing tasks related to the systems, in order to encourage quality assurance
29. Be aware of staffing needs across the various hub placements and deploy staff according to best value

Communications:

1. Develop and utilise effective communication skills (nonverbal communication, active listening, self-regulation, emotional competence)
2. Ensure effective and timely information sharing with professionals, families and young people
3. Understand confidentiality and data protection within the role

Partnership / corporate working:

1. Develop and maintain effective working relationships with colleagues, managers, partners and stakeholders
2. Deliver practice in a professional manner in keeping with Warrington Borough Council's (WBC): Equal Opportunities Policy, Code of Conduct, Corporate Plan, Corporate Equality and Diversity Policy, Health and Safety Policy and Social Inclusion Strategy.

Resource management:

1. Provide support, as required, to the staff team and help ensure that the hub service runs effectively and within budget
2. Report malpractice, or evidence which may suggest it, to the line manager or other appropriate person following the whistle blowing procedure.

Systems and information:

1. Be accountable for monies allocated for specific purposes and maintain accurate financial records including the effective receipt, recording and accounting of petty cash systems
2. Provide the effective co-ordination and completion of day to day recording systems within the hub



3. Requirement to use computer systems such as MS Office, Winnie (Intranet) and Internet to complete certain tasks.

Safeguarding:

1. Be committed to safeguarding; promote the welfare of children, young people and adults and raise concerns as appropriate
2. Report to line manager, or other appropriate person, malpractice or evidence which may suggest it has taken place
3. Be alert to signs of distress or abuse and take appropriate action
4. Provide additional support and comfort to young people under stress and understand the impact of data protection and confidentiality issues
5. Give young people the opportunity to participate in decisions affecting them, as appropriate to their age and ability, and take their wishes and feelings into account
6. Ensure that the young people are monitored and protected, utilising resources available, working closely with other professionals and devising robust and focused plans.
7. Maintain appropriate professional boundaries and relationships with young people and adults in accordance with WBC's Code of Conduct.

REVIEW ARRANGEMENTS

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Date Job Description prepared/revised:

6th August 2020

Prepared/revised by:

Darren Davies
