



Job Description

Directorate	People
Service	Children's Social Care

Post details	
Job title	No Wrong Door (NWD) Residential and Edge of Care Worker
Grade	Grade 6
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	
<p>The core purpose of this job is to proactively provide the support and interventions young people need 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.</p> <p>The role will periodically be allocated a specialist area of responsibility within the hub's 'Core Offer' listed below. The post holder will be required to develop a detailed understanding of the area and sharing knowledge across the team.</p> <p>Core Offer Specialist Areas:</p> <p>Unaccompanied Asylum Seekers:</p> <ul style="list-style-type: none">• This role will work as required within the No Wrong Door Service with a particular focus on meeting the needs and providing support to Unaccompanied Asylum Seekers.	

Residential Accommodation Pathway:

- Work closely and effectively with teams to provide good quality support, guidance and opportunities for young people leaving care
- Support young people to maintain family links and support positive relationships to prevent homelessness
- Provide flexible outreach support and guidance, including independent living skills and pre-tenancy work, to help young people acquire and maintain appropriate living arrangements

Residential Placement Support:

- Provide flexible outreach support to young people living in family homes, foster placements, supported lodgings, supported accommodation and independent living arrangement
- Provide tools and strategies to young people and carers in regard to behaviour management, emotional resilience and coping strategies
- Provide proactive and persistent support to placements, including maintaining key relationships with families

Residential Transitions and ETE:

- Provide a proactive and persistent approach to forging effective working partnerships with education/training and employment providers to develop work readiness for complex young people
- Advocate for young people that require alternative provision other than mainstream education

The post holder will assist the NWD Portfolio Lead to develop and enhance opportunities for the Hub's young people and highlighting developments in the specialist area. These areas will be rotated periodically to ensure development and increased knowledge.

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

Key Tasks and Responsibilities

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, residential, 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. Develop specialised knowledge and skills and then act as a 'champion' to drive forward good practice and share your expertise with others across the team.

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 post holder at the appropriate time.

Prepared / Revised By	Chantelle Williams
Role	Registered Manager
Date	13.02.26