



## Person Specification

### Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

<b>Job Title</b>	No Wrong Door (NWD) Residential and Edge of Care Worker
<b>Grade</b>	Grade 6
<b>Directorate</b>	People
<b>Service</b>	Children's Social Care

### Criteria

<b>Experience</b>		
Experience of working with young people aged 13-18 and their families	A, I	E
Experience and resilience in working with young people with complex and challenging behaviours	A, I	E
Experience of working with established systems and procedures to ensure secure and accurate recording of information	A, I	E
Experience of working in a residential setting working on a shift basis	A, I	D
Some administrative experience	A, I	D

<b>Skills and Abilities</b>		
Good communication, interpersonal and advocacy skills	A, I	E
The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post	A, I	E
Risk management and assessment skills	A, I	E

Time management skills	A, I	E
Ability to work flexibly	A, I	E
Team working skills	A, I	E
Numeracy and literacy skills	A, I	E
Inter-agency collaboration skills	A, I	E
IT skills to effectively use systems for practice	A, I	E
Effective recording/report writing skills	A, I	E
Problem solving skills and the ability to find innovative solutions	A, I	E
Personal resilience and the ability to develop it in young people	A, I	E
Ability to communicate effectively in at least one other language	A, I	E

<b>Education, Qualifications and Knowledge</b>		
Hold or have commitment to gain QCF Level 3 Diploma Health and Social Care	A,I,C	E
Hold NVQ 3 Caring for Children and Young People	A,I,C	E
<b>Knowledge</b>		
Knowledge of principles of safeguarding & child protection	A, I	E
National Minimum Standards and Children's Home Regulations	A, I	E
Children's Act 1989 & 2004	A, I	E
Working Together to Safeguard Children 2018	A, I	E
Common Assessment Framework	A, I	E
Direct contact/working with people with social care needs	A, I	E
Understanding of and ability to analyse the wider care perspectives of people with social care needs	A, I	E
Liaising within the Directorate, with other agencies, professions, families and young people	A, I	E
Understanding of and commitment to Systemic Practice	A, I	E
Knowledge of Health and Safety at Work Act 1989	A, I	E

Understand best practice in the care of adolescents	A, I	D
Understand the role of Ofsted and their inspection framework	A, I	D
Have awareness of best value and effective use of resources in line with WBC's budgets and service plans	A, I	D
Knowledge of pathways for young people at key transition points and post 18	A, I	D

<b>Other Requirements</b>		
Flexible attitude to hours of work, including sleep-ins and waking nights and covering service needs across the range of placement options	A, I	E
Ability to meet the travel needs of the post. Please be aware that this may involve significant travel implications and will involve transporting children and families	A, I	E

<b>Commitment To Equal Opportunities</b>		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A,I	E
Will be expected to display a positive approach and commitment to the Council's policies and priorities	A,I	E

<b>Commitment To Service Delivery / Customer Care</b>		
Committed to providing excellent customer experience and embedding customer focus in all aspects of service delivery.	A,I	E

<b>Climate and Sustainability</b>		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A,I	E

<b>Methods of Assessment Key</b>		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

**Review Arrangements**

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

<b>Prepared / Revised By</b>	Chantelle Williams
<b>Role</b>	Registered Manager
<b>Date</b>	13.02.26