



JOB DESCRIPTION

Job Title / Role	:	Residential Children's Support Worker
Hours of work	:	Full time hours
Reports to	:	Registered Manager, Deputy Manager, Senior Support Workers

Whilst non-contractual and not exhaustive, the following lists the key areas for which the individual is responsible and accountable in the role of Residential Support Worker with Legacy Youth Care (LYC) Ltd ('the Employer'). The individual's support is required in developing the job description and role.

Legacy Youth Care is looking to appoint a Residential Support Worker, who will work in our new residential children's home based in NE4 postcode.

Driven by a passion for making a difference, Legacy Youth Care delivers round-the-clock (24/7, 365 days a year) trauma-informed care for vulnerable children and young people aged 7 to 17 years of age, of all sexes, helping them build brighter future.

This is a fantastic to learn, help, and shape a new residential children's care home from the ground up, with your voice valued every step of the way. It's the beginning of an exciting journey, with the potential to lead the opening of more homes in succession, and at Legacy Youth Care, we are dedicated to investing in people, valuing a thriving and empowering culture, and nurturing everyone's vision for growth.

A Residential Support Worker plays a crucial role in ensuring the smooth operation of the home and the well-being of the children residing there. You will set an example for children, provide guidance and support while following guidance from the leadership and management of the Home and meticulously implement individual care plans, health needs, and record progress for the children.

You will assist the leadership and management in managing the service and leading the tasks, promoting safety, health, and the full potential of children and young people.

Role Specific

- Support the running of the children's home.
- Assist the management and development of the home and support staff to drive the delivery of an excellent quality service for the people Legacy Youth Care supports.



- Ensure a consistently high standard of care in accordance with legislation, central government guidance, regulations and standards, and the policies and procedures of the company.
- Demonstrate excellent time management skills.
- Ensure safety, wellbeing of children and young people is promoted and upheld and prioritised
- Support the effective daily operations of the home alongside the leadership team.
- Deliver direct care and support to young people as required.
- Provide emotional support during challenging moments, modelling empathy and stability.
- Along the way, develop both personally and professionally, with guidance and support from a highly experienced leadership team, ensuring your growth is aligned with Ofsted standards and the expectations of relevant legislative and regulatory bodies.
- Encourage ambition and help young people set and work toward personal goals.
- Assist children and young people with educational development and promote a positive learning environment.
- Maintain accurate records and prepare reports for planning meetings, reviews, and other forums.
- Advocate for the young person in all professional and planning meetings.
- Empower children to participate in decisions about their lives and their futures.
- Participate in activities, social outings, and daily routines and remain diligent.
- Ensure the home is maintained to a high standard of cleanliness, comfort, and safety (including cooking, cleaning, laundry, shopping).
- Promote and reinforce positive behaviour through consistent support and encouragement.
- Facilitate contact and communication with families, professionals, and community networks.
- Support social, emotional, and physical development tailored to individual needs.
- Always adhere to Legacy's Safeguarding and Health & Safety procedures during home-based activities and external outings.
- Collaborate with colleagues and contribute to a strong, supportive team culture inside and outside the home.
- Foster a culture reflecting the values and ethos of the Children's Residential service and Legacy Youth Care.
- Deliver responsibilities under the Care Standards Act 2000, ensuring compliance with all relevant legislation.
- Operate the home according to the Statement of Purpose, creating a warm and stimulating environment for young people.
- Model a performance culture focused on challenge, disciplined delivery, and continual improvement.
- Stay informed on national, regional, and local legislation, procedures, and best practices relevant to Legacy Youth Care.
- Provide leadership and direction to staff, setting clear goals and motivating achievement aligned with Legacy Youth Care's values.
- Ensure timely and clear communication of professional advice and guidance to senior officers as needed.



- Sustain and enhance Legacy Youth Care's reputation locally, regionally, and nationally.

Individual Contribution

- Endeavour to make the fullest contribution to the Employer.
- Demonstrate a willingness to be supportive of colleagues / team members and participate in the Employer's initiatives and events where necessary.
- Ensure your tasks comply with legislation and meet high standards.
- Prepare reports and documentation on home operations and children's progress.
- Maintain health and safety arrangements for employees and service users.
- Represent the home at outings, as per Company' ethos and communicate key information to management and teams.

Business Development

- Supports organisational growth and change.
- Actively participate in learning and self-development.
- Demonstrate the ability to communicate positively with children and young people, families, multiagency, other third parties and understand their requirements.
- Have a general understanding of the Employer's objectives and provide support to the senior management in achieving those objectives.
- Promote a favourable image of the Employer.

Children and young people Residential Care

- Ensure the highest possible levels of wraparound residential care are delivered thereby ensuring excellent levels of children and young people customer satisfaction and repeat business.
- Deliver high levels of service both individually and as part of a team to children and young people.
- Engage children, young people, and families in service design and delivery.
- Support inspections by demonstrating good practice and assisting staff.
- Facilitate care planning and safeguarding processes for young people.
- Support continuous improvement.
- Ensure young people's voices are heard.
- Coordinate key-working and maintain accurate records.
- Lead by example and contribute to priority-setting.
- Liaise with families, schools, and external settings, as required.



- When asked, take part in meetings enabling young people to participate in home management.
- Provide expertise for supporting children with complex needs or risks.

Confidentiality

- Protection of confidential information is a fundamental feature of the individual's relationship with the Employer, and it exists as a concept both as a matter of law and as a matter of conduct. It is critical that any confidential information that comes into the individual's possession during their employment is not shared or disclosed to any third parties without express permission.

Competence

- Demonstrate technical and practical skills, knowledge, and ability appropriate to the role.

Compliance

- Be aware of responsibilities under applicable legislation, including the Health and Safety at Work etc. Act 1974 and ensure safe working practices are followed at all times.
- Demonstrate an understanding of the professional and statutory requirements within which the Employer operates, and which the individual is made aware of, and ensure compliance with those requirements.
- Ensure compliance with applicable laws, regulations and the Employer's policies and procedures.

Financial Performance, Budgeting and Income Generation

- Ensure transparent management of young people's finances (savings, pocket money).
- Maintain accurate financial records and adhere to internal audit procedures and safeguarding protocols.
- Safeguard and manage financial transactions for both the home and the young people in care.
- Ensure compliance with financial procedures in relation to personal budgets, home expenditures, and procurement.
- Raise and escalate any suspected financial abuse or discrepancies to the senior leadership team.

Teamwork



- Contribute to the Employer's organisation generally, and individual teams / departments, for example by taking an active part in any meetings or discussions.
- Child-focused approach to service delivery.
- Support team members with their daily tasks and assist the Management where required.
- Ensure self-practice comply with legislation and meet high standards.
- Prepare reports and documentation on home operations and children's progress.
- Maintain health and safety arrangements for employees and service users.
- Represent the home at forums and communicate key information to management and teams.
- Coach, lead, and mentor staff.

Training and Development

- Ensure training and development requirements are identified and actioned.
- Adhere to professional standards and comply with training requirements.
- Take individual responsibility for training and development needs.
- Do not work outside the boundaries of professional expertise.
- Maintain an awareness of any applicable changes in legislation, practice and procedure, and ensure compliance.
- Undertake appropriate training where specific needs have been identified.
- Assist in the recruitment, induction, coaching, mentoring, and supervision of staff, ensuring team members are trained, competent, and compliant.
- Coordinate rotas, ensuring adequate and consistent staffing coverage across all shifts.
- Be willing to enrol onto Level 3 in Residential Childcare qualification (or equivalent), study and complete the course within allocated timescale.
- Conduct formal supervisions and appraisals in line with company policy and regulatory expectations.

Care and Support Excellence

Legacy Youth Care is committed to delivering consistently high standards of care through the application of robust planning, documentation, and communication protocols. Each child's Care Plan, Placement Plan, and Individual Risk Assessment must be:

- Reviewed and updated at minimum every two months.
- Communicated effectively to all relevant staff.
- Fully aligned with the child's evolving needs, legal frameworks, and regulatory requirements.

Daily tasks



- Provide a safe, homely, and structured environment, ensuring cleanliness and consistency in daily routines.
- Support young people in acquiring life skills and engaging in household responsibilities appropriate to their abilities and risk profiles.
- Facilitate and assist in personal care respectfully, always promoting independence and dignity.

Health, compliance, and medication

- Ensure the correct storage, administration, and documentation of medication, following relevant legislation, COSHH, and Legacy's internal policies.
- Maintain accurate medication logs and liaise with health professionals regarding any changes in medication or health needs.
- Fulfil responsibilities as the designated Health & Safety Coordinator, ensuring all policies, procedures, and legal requirements are implemented.
- Comply with of Personal Protective Equipment policies, infection control, fire safety, and RIDDOR compliance, and other Company' policies.
- Act immediately on any regulatory notices and ensure operational adherence to safety inspections and audits.

Cultural, moral and spiritual inclusion

- Promote respect for all cultural, religious, and personal beliefs.
- Encourage participation in community, faith, and celebratory events that nurture moral and social development.
- Facilitate ongoing positive communication with family, friends, and key support networks.

Behavioural and emotional regulation

- Implement trauma-informed practices to manage and de-escalate behaviour.
- Apply consistent behavioural support plans and reinforce positive engagement strategies.

Education, art, sport, leisure and vocational skills

- Actively support and participate in education, vocational training, and leisure activities as outlined in the young person's Placement Plan.
- Facilitate community integration and purposeful participation in external activities and personal development initiatives.



Safety & risk management

- Comply with all statutory health and safety obligations and Legacy Youth Care policies.
- Ensure timely reporting of all incidents, near misses, or hazards and oversee risk assessments related to service users, property, staff, and the local community.
- Promote a culture of safety and continuous risk awareness.

Safeguarding

- Uphold a zero-tolerance approach to any form of harm, neglect, inequality, or abuse.
- Adhere strictly to Legacy Youth Care's safeguarding procedures, reporting any concerns
- immediately through appropriate channels.

Performance and compliance

- Monitor team performance and maintain professional conduct standards.
- Promptly escalate any issues of capability, performance, or disciplinary concern to the Registered Manager, Registered Manager, or Responsible Individual, and Director.

Quality assurance and continuous improvement

- Support the Management with routine internal audits and contribute to external inspections (e.g., Ofsted, Reg.44).
- Implement service improvement plans based on audit feedback and performance data.
- Uphold standards in all recordkeeping, regulatory submissions, and key performance indicators (KPIs).

Collaborative working

- Maintain strong partnerships with multi-agency teams, professionals, and families.
- Promote a culture of shared responsibility and clear communication across the team and wider community networks.

Administration and records management

- Maintain accurate and timely records of all care activity, medication, incidents, and correspondence.
- Ensure all records are Ofsted-compliant, data-protected, and stored in accordance with Legacy's digital and GDPR policies.
- Ensure documentation is audit-ready and supports internal decision-making and external reporting.



Professionalism and values

- Uphold Legacy Youth Care's mission to deliver safe, therapeutic, and child-centred care.
- Demonstrate unwavering professionalism, emotional intelligence, and accountability in every action.
- Promote diversity, equality, and inclusion across all interactions with children, colleagues, families, and professionals.

Details:

- Responsible to: Registered Manager, Deputy Manager, Senior Residential Support Worker.
- Qualified with Level 3 in Residential Childcare (or equivalent): £14.50 p/h (base salary of £28,275 per annum up to £33,675 with up to 10 sleeps per month at £45 per night).
- Qualified with Level 2 in Residential Childcare (or equivalent): £14 p/h (base salary of £27,300 per annum up to £32,700 with up to 10 sleeps per month at £45 per night).
- Unqualified: £13.50 p/h (base salary of £26,325 per annum up to £31,725 with up to 10 sleeps per month at £45 per night).
- Position: permanent, full-time position
- Applicant's age is to be 21 and over.
- Minimum of 150 hours per month, with up to 3 sleep-ins per week; 1 on – 2 off.
- 28 days paid annual leave entitlement.
- Essential car user (minimum of 12 months) with clean license.
- Start of position: TBC.
- Relevant vocational or academic qualifications (QCF Level 4, NVQ Level 3/4 or equivalent).
- Social Work Degree or equivalent desirable.
- Minimum 2 years in residential children's services or equivalent.
- Experience coaching and leading teams, managing complex cases, and safeguarding.

I, [print your name here], accept this job description as a definition of the key responsibilities and duties of the post of the Residential Care Worker. I, [print your name here], appreciate that the above list is not indicative and exhaustive and that additional duties as reasonably commensurate with the role may be required of me.

Signed.....

Date.....

Print name.....

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of Legacy Youth Care (LYC) Children's Homes.