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**JOB PROFILE**

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| **DEPARTMENT:** Student Support and Welfare | **POST TITLE:** Residential Support Officer |
| **SALARY:** £ 17,210 - £20,907 per annum pro rata  relating to qualifications and experience | **HOURS OF WORK:** Average 37 hrs per week  **WORKING PATTERN:**  Term time only x 2 posts.  1 post to cover for maternity leave.  1 post – fixed term contract for 6 months  7 day rota shifts system  Both posts will be required to work weekends.  Shifts will range from approx. 8.30am – 1.00am |
| **REPORTS TO:** Residential Support Manager | **RESPONSIBLE FOR:** N/A |

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| **Key Purpose of Post:** |
| At the heart of our ethos is to provide an outstanding student experience, in a safe and inclusive environment. You will support the delivery and further development of a high quality, evidence based, professional and pro-active residential support service.  You will be working on a shift system over 7 days including days, late evenings and weekends. |
| You will be a team member of Residential Support Team that ensures that all residential students have access to and receive appropriate support, have the opportunity to succeed in their studies, develop their personal development and fully participate in the broader student experience. |
| You will be highly visible in the Residential Village and promote and implement the residential rules and regulations, the student charter and the positive behaviour management process to support positive student behaviour management. |
| The role includes supporting the personal development provision for all residential students ensuring students fully participate in their studies, develop skills for work and life and have access to a vibrant and educational and residential environment to promote a positive experience. |
| To provide effective safeguarding and support to all Residential students and encourage students to participate fully in all College activities. To maintain a welcoming, healthy and safe College environment, by promoting a positive high-quality student experience, upholding College regulations and Codes of Practice, maintaining all National Minimum Standards with high quality care as part of the Social Care Common Inspection Framework. |
| You will provide direct care and support to all residential students, promoting and delivering a range of interventions and activities and provide a focussed support programme for an identified caseload of students and Residential Halls. |
| The post holder will work over a 7 day period. This is in accordance with the rota, agreed with line manager. |
| **Main Responsibilities of Post:** |
| You will provide a high level of presence within all residential areas enabling students or visitors to make contact for any reason and be responsible for delegated tasks and caseload of students and Halls of residence. |
| You will take responsibility for residential student support and welfare providing support interventions including mental health support and safeguarding and referring any student who requires specialist support, advice, help or guidance, liaising with all students and their parents or guardians as necessary and ensuring all records are kept on Pro Monitor and any other record management and reporting systems. |
| You will deliver a tutorial programme, carrying out individual reviews as part of the students’ individual learning plan with an identified caseload of student, monitoring their progress and development, ensuring that the student’s journey is recorded on Pro Monitor and any concerns reported. |
| You will be responsible for the implementation and regular reviews alongside the team coordinator and manager for individual support plans including health and or care plans, risk assessment including safeguarding risk assessments. |
| You will maintain discipline and participate as required in disciplinary investigation in accordance with the College Positive Behaviour Management Policy and Student Charter, providing supportive student interventions and liaison with college teams, parents and carers. |
| You will work in collaboration with the Safeguarding team implementing assessment, support and referrals in line with College policies and procedures. |
| You will be expected to maintain contemporaneous records of any interventions, discipline, behaviour, health, safety or other relevant incidents, using the appropriate policies and procedures. |
| You will deliver a programme of positive activities to support student personal development and enhance the student experience. This may involve both on and off site activities. |
| You will find ways to actively seek student voice and engagement to gather views and feedback providing ways to improve provision and experience and enhance student involvement. |
| You will be aware of the National Minimum Standards & Social care common inspection framework for under 18 students and ensure, as a College, they are adhered to and be part of the continual development of the provision as a result of area self-assessment, student feedback sought where necessary. |
| You will be a College first aider and supervise and/or react to any medical problems and ensure that students receive necessary first aid in an emergency in accordance with College policy. |
| You will ensure that under 18 year old students are in their rooms by 23:15 hours and that the under 18 signing out system is upheld and run effectively in accordance with College procedures. |
| You will be responsible for keys and alarms in relation to the halls of residence and ensure all residential buildings are secure at all times. |
| You will regularly assist in fire drills and evacuations and other delegated health and safety compliance checking, recording and reporting. |
| You will commit to attending staff meetings which may be out of your duty hours. |
| You will commit to your continuing professional development. |
| You will actively participate in your regular reviews with the Residential Support Manager. |
| You will provide support and supervision as required for any Student Wardens when on duty. |
| **Important Requirements & Expectations:** |
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| * You role model and promote the College values: |
| * **Learning -** Our delivery will be high quality and innovative with students at the heart of decision making. |
| * **People -** We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork. |
| * **Sustainability -** We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study. |
| * **FREDIE** - We will advance **FREDIE**: Fairness, respect, equality, diversity, inclusion, engagement in all we do. |
| You demonstrate professional behaviours at all times, being polite, courteous, considerate, respectful, kind, and helpful at every opportunity. |
| You must be thoroughly aware of the College’s Safeguarding Policy and practices, abiding by them at all times to keep our students safe. |
| You must work flexibly, undertaking any training and development asked of you, to enhance your skills and abilities to meet the needs of the College. |
| You must be thoroughly aware of the College Health and Safety policies, abiding by them to ensure you keep yourself, your colleagues and all our students and visitors safe and well. |

**Variation to this Job Profile**

This job profile is provided to help applicants understand and appreciate the general duties and responsibilities of their post and the role they are to play at Myerscough College. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level, and scope of the post and the salary has been established on this basis.

**Location of work**

You will be based at the Preston Campus.

You may be required to work at or from any building, location, or premises of Myerscough College, and any other establishment where Myerscough College conducts its business. You may also be required to work from home.

**ROLE SPECIFICATION**

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| **Knowledge:** |  |  |
|  | **Essential/ Desirable** | **Assessment Method** |
| An understanding of effective personal development, support, safeguarding and wellbeing promotion strategies and policies within an institutional context including experience of delivering support and health and wellbeing strategies.  Knowledge and experience of effective models of service delivery including safeguarding and health and safety, legislative requirements, national minimum standards and social care common inspection framework and appropriate codes of practice. | Essential  Desirable | A/ I  A/ I |
| **Experience:** |  |  |
|  | **Essential/ Desirable** | **Assessment Method** |
| Experience of and delivery of the provision of welfare services including support for people at risk to themselves or others. | Desirable | A / I |
| **Qualification:** |  |  |
|  | **Essential/ Desirable** | **Assessment Method** |
| Residential Support Qualification / Health / social care qualifications at Level 3 or above, or equivalent or willingness to work towards and achieve within the first 2 years of employment. | Desirable | A/ I |
| First Aid certificate or willingness to work towards within the first 6 months of employment. | Essential | A/ I |
| English at level 2 or equivalent with a good command of the English language | Essential | A/ I |
| Youth work qualifications or experience. | Desirable | A/ I |
| Previous health, support or safeguarding experience. | Desirable | A/ I |
| Mental health support experience or qualifications. | Desirable | A/ I |
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| Mathematics at level 2 or equivalent. | Desirable |  |
| **Skills & Ability:** |  |  |
|  | **Essential/ Desirable** | **Assessment Method** |
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| Empathy with people of all ages | Essential | A /I |
| Empathy with the needs of young people | Essential | A /I |
| Coaching, sporting or drama skills  Ability to remain calm under pressure. | Desirable  Essential | A / I  A / I |
| **Communication & Characteristics** |  |  |
|  | **Essential/ Desirable** | **Assessment Method** |
| Good verbal, presentation and written communication skills and operational knowledge of MS Office.  Excellent interpersonal communication skills | Essential  Essential | A / I  A / I |
| **Behaviour & Personal Characteristics** |  |  |
|  | **Essential/ Desirable** | **Assessment Method** |
| Presentable and professional appearance | Essential | I |
| Ability to work as part of a team and independently | Essential | A /I |
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| Appropriate level of physical and mental fitness | Essential | A |
| Ability to work towards quality standards | Essential | A / I |
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| Approachable and person centred | Essential | I |
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| An understanding of health and safety requirements of a working environment | Essential | A /I |
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| Knowledge and understanding of safeguarding and its importance within the College | Essential | A /I |
| An understanding of the FREDIE (Equality, Diversity and Inclusion) Principles within an educational context | Essential | A /I |
| Good problem solving, able to reach consistent logical decisions | Essential | A /I |
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| Ability to work flexibly - must be prepared to work at nights and weekends | Essential | I |
| Current driving licence DRIVING MINIBUS | Desirable | A |

**KEY TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Residential Support Officer | Student Support and Welfare |
| **SALARY** | **HOURS OF WORK/WORKING PATTERN** |
| £ 16,960 - £20,657 per annum pro rata  relating to qualifications and experience    To be paid each month, pro-rata | Average 37 hours per week.  Shift patterns over 7 days including one weekend in two.  Working shifts range from 8.30 – 3.00am  Term time only. |
| **ANNUAL LEAVE ENTITLEMENT** | **PENSION** |
| 26 days holiday pro rata rising to 31 days pro rata following 5 years service plus Bank Holidays pro rata.    Payment for your holiday entitlement will be incorporated into your annual salary. | Local Government Pension Scheme  Up to £14,600 pa 5.5% Employee  £14,601 to £22,800 pa 5.8% Employee  £22,801 to £37,100 pa 6.5% Employee  £37,101 to £46,900 pa 6.8% Employee  £46,901 to £65,600 pa 8.5% Employee  £65,601 to £93,000 pa 9.9% Employee  £93,001 to £109,500 pa 10.5% Employee  £109,501 to £164,200 pa 11.4% Employee  £164,201 or more pa 12.5% Employee  14.2% Employer  You will automatically become a member of the LGPS |
| **PROBATIONARY PERIOD** | **DRESS CODE** |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| **REFERENCES / MEDICAL CLEARANCE / DISCLOSURE** | |
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*The appointment is subject to the receipt of satisfactory references, medical clearance and*

*Disclosure & Barring Service check. Should your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.*

*Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme*