



Job description			
Job title	Residential Support Worker		
Grade	G		
Directorate	Children and Young People		
Service/team	Fullerton Grove		
Accountable to	Amy Higgins		
Responsible for	not applicable		
JE Reference		Date Reviewed	August 2026

Purpose of the Job

You will provide high-quality, child-centred care and support within a residential short break service for children with disabilities, complex health needs and additional support needs.

Through trauma-informed, relationship-based and therapeutic practice, you will help create a safe, nurturing and inclusive environment where children feel safe, valued and respected, enabling them to enjoy positive experiences, develop confidence and independence, and achieve the best possible outcomes.

Working in partnership with families, carers and professionals, you will ensure each child receives individualised support that reflects their strengths, needs, rights, wishes and aspirations. You will promote children's wellbeing, participation and inclusion, helping them to thrive and reach their full potential.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Build positive, trusting and professional relationships with children through consistent, nurturing and trauma-informed practice.
- Provide high-quality care and support that promotes children's safety, wellbeing, development, independence and inclusion.



- Support children to participate in meaningful activities and experiences that are enjoyable, enriching and tailored to their individual needs, interests and aspirations.
- Deliver personal care, moving and handling support, medication administration and health interventions in accordance with individual care plans, healthcare plans, training and organisational policies, promoting children's dignity, privacy, choice, wellbeing and independence at all times
- Promote children's emotional wellbeing through therapeutic, strengths-based and relationship-based approaches, including the principles of Happy Minds where appropriate.
- Support children to express their views, wishes and feelings, ensuring their voice is heard and considered in day-to-day care and support.
- Adapt communication and support approaches to meet individual sensory, developmental, learning and communication needs.
- Work in partnership with families, carers, social workers, education colleagues, health professionals and other agencies to achieve the best possible outcomes for children.
- Contribute to the development, implementation and review of care plans, healthcare plans, risk assessments, behaviour support plans and other relevant documentation
- Support children through periods of distress using co-regulation, emotional coaching, restorative approaches and positive behaviour support strategies that promote safety, dignity, emotional wellbeing and positive relationships
- Safeguard and promote the welfare of children at all times, recognising concerns and taking appropriate action in line with legislation, policies and procedures.
- Maintain accurate, timely and professional records, reports and electronic case notes in accordance with legislation, policy and regulatory requirements.
- Contribute to maintaining a safe, welcoming, inclusive and homely environment that meets health and safety, quality and regulatory standards.
- Participate fully in team meetings, reflective supervision, training, service development and continuous professional development activities, applying learning to improve practice and outcomes for children.
- Act as a positive role model, demonstrating the values of compassion, respect, integrity, inclusion and accountability in all aspects of your work.

As part of your role with the Council, you share a collective responsibility to support and champion children who are cared for by the Council and young people who are care experienced. Children tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job



role or service area. Children tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council’s information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.