

HIGHLAND COUNCIL

JOB DESCRIPTION

Post: Assistant Residence Officer

Grade: HC6

Location: Highland Council School Care Accommodation

Responsible to: Residence Officer / Residence Manager

Job Purpose

To support the Residence Officer and Residence Manager in the day-to-day delivery of high-quality residential childcare services for school-age pupils. The Assistant Residence Officer will help provide a safe, nurturing and inclusive environment that promotes the wellbeing, learning and development of young people, while supporting Residential Care Workers in delivering consistent, child-centred care. The postholder will lead operational shifts when required, undertake keyworker responsibilities and deputise for the Residence Officer during periods of planned or short-term absence.

Key Duties and Responsibilities

- Support the day-to-day operation of the residence, ensuring a safe, caring and stimulating environment.
- Build positive relationships with young people and provide consistent care and guidance.
- Undertake Key Worker responsibilities and contribute to Child's Plans and reviews.
- Promote safeguarding and comply with Child Protection procedures.
- Support young people in education, independence and recreational activities.
- Develop positive partnerships with parents, carers, schools and partner agencies.
- Maintain accurate and confidential records in line with GDPR and Council procedures.
- Administer medication and complete risk assessments in accordance with policy.
- Lead operational shifts as delegated.
- Provide day-to-day guidance and mentoring to Residential Care Workers and Relief Staff.
- Support induction of new staff and promote good practice.
- Assist with quality assurance, audits and service improvement.
- Support Care Inspectorate inspections and internal audits.
- Promote Health and Safety and report hazards promptly.
- Promote equality, diversity and children's rights.
- Use Council resources responsibly and report maintenance or equipment issues.
- Deputise for the Residence Officer as required.
- Undertake other duties appropriate to the grade.

PERSON SPECIFICATION

Experience

- Experience working with children or young people in residential childcare, education or social care.
- Experience supporting vulnerable children and young people.
- Experience supporting colleagues and working effectively within a team.
- Experience maintaining accurate records and following safeguarding procedures.

Qualifications

- SVQ Level 3 in Social Services (Children and Young People), Health and Social Care, or equivalent.
- Willingness to achieve SVQ Level 4
- Willingness to undertake mandatory training.

Registration

Registered with the Scottish Social Services Council (SSSC), or eligible to register.

Knowledge

GIRFEC principles, Child Protection, Care Inspectorate standards, trauma-informed practice, Health & Safety.

Essential Skills

- Excellent communication and interpersonal skills.
- Ability to lead operational shifts.
- Good organisational and ICT skills.
- Ability to remain calm under pressure.
- Ability to maintain accurate records.

Personal Attributes

Caring, professional, dependable, resilient, adaptable, child-centred and solution-focused.

Desirable

- Experience leading shifts or mentoring staff.
- Medication administration experience.
- Knowledge of restorative practice.
- Full UK driving licence.