

A background photograph of two students sitting at a desk. In the foreground, a young man with curly reddish-brown hair, wearing a white polo shirt, is looking directly at the camera while holding a pen over a piece of paper. Behind him, a young man with dark hair and a beard, wearing a red polo shirt, is looking slightly away from the camera. The scene is brightly lit, likely from a window. A large red curved shape on the left side of the image contains the main text.

***Make a
difference,
everyday***

A career path in
Residential Services

*Action for
Children*

More than just a job

At Action for Children, you will the chance to make a real difference, as part of a team dedicated to giving children safe and happy childhoods.

We've been taking action for children for over 150 years, driven by love to transform their lives and bring about lasting change. And as a Residential Support Worker, helping young people in one of our children's homes, you're the beating heart of what we do.

You're the smile after a hard day. The listening ear when they feel alone. The safe, warm feeling of home. You help lay foundations that last a lifetime. And the connections you build and the impact you have is immeasurable.

That's why we will prioritise your career progression when you join us. We provide clear, achievable and fulfilling opportunities and your progression will be reflected in your pay.

This guide shows you the exciting directions your career could take as an Action for Children Residential Support Worker – whether you're new to this kind of role, or have experience already.

We're also working hard to create an inclusive environment. One where individuality is celebrated and where everyone feels valued and supported. Because when we come together, we're capable of amazing things.



Residential **Support Worker**

In this role, there are three steps in your career progression, with pay increases along the way.



Apprentice



Volunteer



New Starter



**Existing colleague
in different role**

1

In most cases you can begin your career without any qualifications. You'll just need to show you've got the personal qualities, or some experience in a caring role.

When you start with us, you'll be enrolled on the relevant regulatory qualification needed.

2

To progress, you'll need to:
Lead case/care planning management, co-ordinate responsibilities, work with multiple agencies, produce family information and attend formal meetings.

3

To progress to this level, you'll need to:
Lead shifts, supervise and guide staff, deliver high quality services and successfully complete the required regulatory qualification



Experience, skills and competence



Routes your career could take

Residential
Support Worker



Team Leader,
Residential



Registered
Manager



Your role as a Residential Support Worker

As a Residential Support Worker, you're vital to looking after young people, making sure they **stay safe and healthy**, and can reach their full potential.

Through implementing individual care plans, you'll support a young person in their social and independent skills while managing some often complex behaviours. It's an important and challenging role. So in return, we offer you **amazing opportunities to progress** within Action for Children.

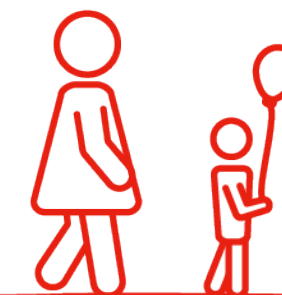
We offer an in-depth induction process and training throughout your career". We also provide any bespoke courses we

feel will benefit the young people living in the residential home.

Alongside this, we'll enrol you in the qualifications you need to work in the industry.

Regular supervision with your line manager and team meetings will make sure you feel part of our friendly team.

And once you've gained the relevant experience and qualifications, you could be ready to progress to the next step in your career with us.



Your role as Team Leader

As a Team Leader (Residential) you'll take on more responsibility, including supervising staff and mentoring new staff. This is an integral part of your role, as we need to continue to develop people into your role as you climb the ladder. There will be lots of opportunity to deputise for the Registered Manager as well.

As a Team Leader, you'll guide the Residential Support Workers to make sure we effectively implement all individual programmes. You'll do this by supporting, teaching and learning, as well as creating social and independence activities and experiences, all enhancing the development of our young people.

You'll act as a positive role model, providing effective supervision and guidance for your own team, and contributing to their performance and professional development. You'll provide support to the Registered Manager in all areas of running the home, making sure high standards of service are achieved, and exceeding regulatory standards.

In return, we'll make sure you're enrolled to complete the relevant management qualification, ready to become a Registered Manager in the future.



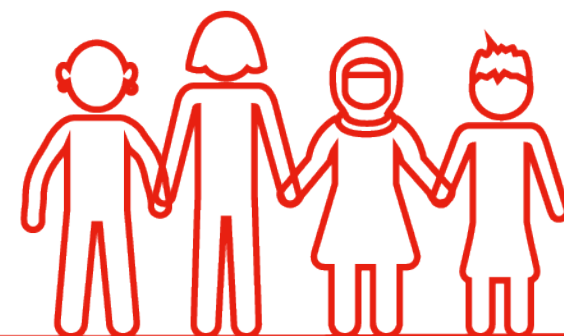
Your role as a Registered Manager

You've made great progress in developing your career. The next step would be Registered Manager, where you'll make sure young people always get excellent levels of emotional and physical care, within a home that offers a safe, nurturing and comfortable environment. You'll create a staff team that's supportive and enabling, providing opportunities and experiences to instill positive values and reaffirm the importance of children enjoying their childhood.

You'll have overall responsibility for the management and leadership of the children's home, as the Registered Manager

in charge. You'll promote high standards of care, in-line with our regulatory bodies.

And in return, we'll make sure you have quality continued professional development, including the opportunity to attend seminars and training where possible.



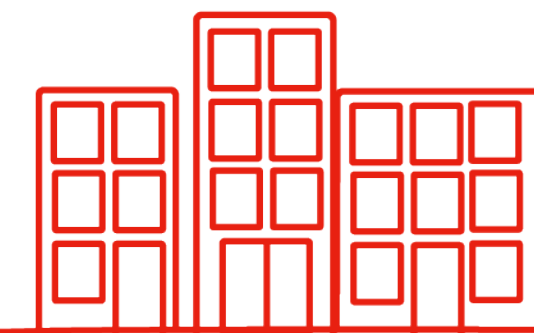
Your role as a Area Manager/Locality Service Manager

This role is an advanced level of career progression to consider after reaching Registered Manager. You'll have responsibility for a number of homes within a specified area, acting as the Responsible Individual.

This role is integral in supporting Registered Managers to develop and grow their service to provide the best quality care in their homes. This will include building and maintaining relationships with stakeholders, business development, and working within Action for Children's criteria to provide individualised care to our young people in an innovative, centred way.

You'll be responsible for the strategic development and the finances and operational performance of a region. This includes leading a management team, the management of quality and care standards, cost control, commissioning, employee engagement initiatives, engaging with a spectrum of stakeholders, and making sure regulatory requirements are always met.

As part of progressing to this level, you'll be interviewed by the Regulator to make sure you meet their criteria.



Developing your career

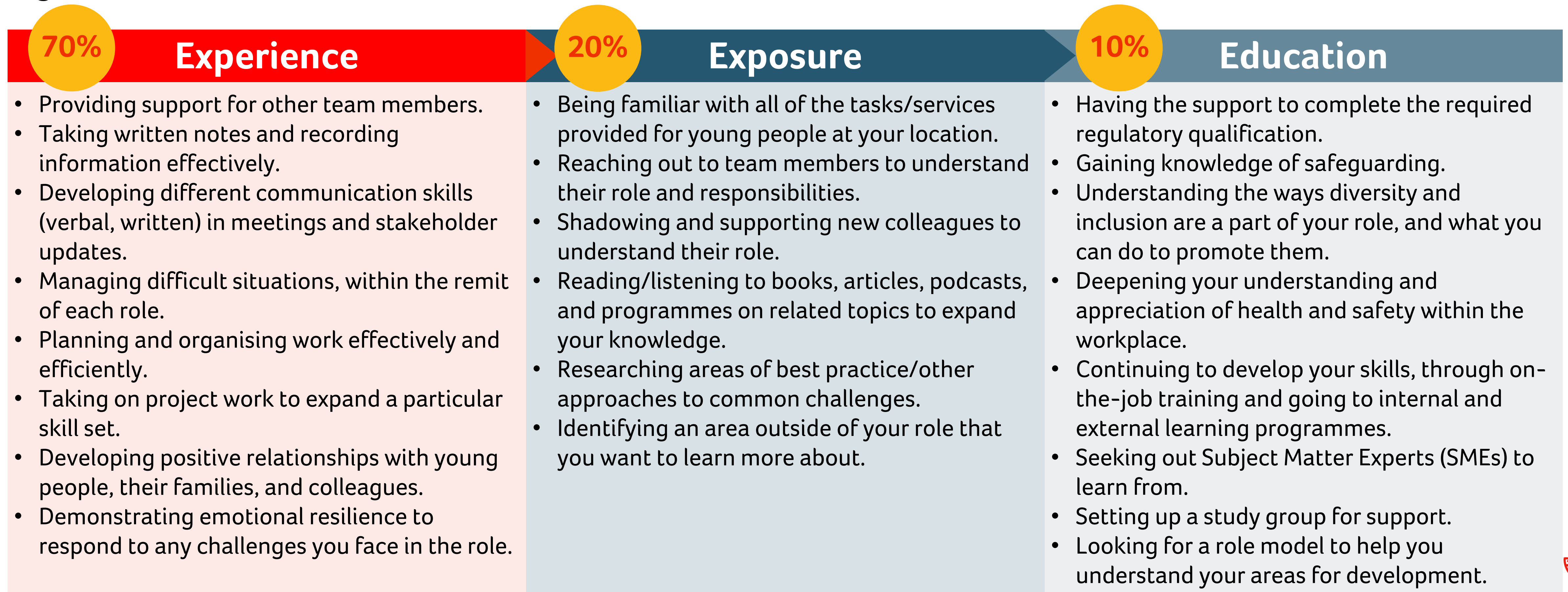
Action for Children places focuses on learning and development, so that you're constantly developing in your role.

These three elements work together to help you develop and progress in your career.



Growing your career

Using the **70:20:10 learning model**, here's how you'll learn new skills and grow within Action for Children's Residential Services.



Ready to take the next step?

- We can't wait to chat more
- If you're new to Action for Children, take a look at our job vacancies [here](#).

INVESTORS IN PEOPLE®
We invest in people Silver



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Action for Children

The
difference
is what you

do

Your career pathway in
Residential Services

