

**SAFE CARE OBSERVER**

**QUESTIONS**

**There are 5 areas to cover over the next 25 minutes**

Question 1 : Residential Child Care Task

<p><b>You overhear a conversation between two Residential Care staff in which they are discussing and appear to be supporting an inappropriate piece of practice by another member of staff.</b></p> <p><b>How would you deal with this situation?</b></p>			
Max 2 per capability	Capability		Notes
	5b	Manages strong emotions and responds constructively to the source of problems	
	6b	States own position clearly and confidently in conflict situations	
	6c	Judges accurately when to stand ground and does so	
	10d	Enhances safe care through promoting a culture of openness & honesty	
	11b	Demonstrates skills and techniques in influencing change and the acceptance of change	
	14b	Effectively manages and monitors systems for the assessment of risk of abuse, failure to protect, and harm to self or others	
	14d	Competently implements disciplinary and grievance procedures	
	14f	Promotes effective physical, social and emotional environment for group care	
	19c	Accepts an ethical framework for behaviour based on professional values	

## SAFE CARE OBSERVER

## Question 2 : Emotional Awareness

**A Link worker in your unit alerts you to a young person who is demonstrating a clear emotional feeling towards you, and has now requested an interview with you?**

What process or processes will you use in handling this matter? How will you approach this matter with the young person?

Max 2 per capability	Capability		Notes
	3a	Listens to and understands directly and indirectly expressed feelings	
	3d	Recognises and understands the emotions of others	
	7a	Relates positively to young people, colleagues and others	
	8a	Demonstrates awareness of the significance of safe care and how it applies to young people	
	8c	Uses contact with young people effectively to resolve problems	
	8d	Assumes appropriate responsibility for addressing young people's problems	
	8e	Makes self appropriately available to service users at critical periods	
	10b	Understands and operates the principle of confidentiality	
	10c	Operates within role and professional boundaries	
	10d	Enhances safe care through promoting a culture of openness & honesty	

**SAFE CARE OBSERVER**

Question 3: Working within professional boundaries

<p><b>It has become apparent to you that the Unit Manager has personal problems which are impacting on his/her professional practice and judgement.</b></p> <p>What process or processes will you use in handling this matter?</p> <p>Who would you inform and why?</p>			
Max 2 per capability		Capability	Notes
	3a	Listens to and understands directly and indirectly expressed feelings	
	3b	Demonstrates sympathy for the concerns of others	
	3d	Recognises and understands the emotions of others	
	5c	In highly stressful situations, effectively manages own feelings and takes constructive action with other people	
	6c	Judges accurately when to stand ground and does so	
	6d	Able to confront people with unpopular decisions	
	7e	Effectively elicits, extracts and presents information	
	10c	Operates within role and professional boundaries	
	19d	Discriminates between the rights and responsibilities of staff, users, managers and board/elected members	

SAFE CARE OBSERVER

Question 4: Initiative & Team Working

<p><b>You become aware that a Basic Grade Residential Worker has been continually and indiscriminately outspoken in their criticism of a probationer member of staff in their unit.</b></p> <p><b>What are the issues in this situation and what would you do ?</b></p>			
Max 2 per capability	Capability		Notes
	6b	States own position clearly and confidently in conflict situations	
	6c	Judges accurately when to stand ground and does so	
	7b	Communicates appropriately and professionally	
	9b	Constantly works to improve or maintain morale in the team	
	9c	Directs the work of others in an effective and appropriate way by making expectations clear and setting limits	
	11c	Possesses sufficient conflict resolution skills	
	11d	Makes productive use of performance management for individuals	
	11k	Demonstrates a positive expectation of team success	
	14e	Identifies and minimises interpersonal conflict in working relationships	

Management Scenario

(Safety & Security)

Introduction of Management Scenario

Before we continue to the next section of questions. I want you to consider the following piece of information and I will ask you for your comments at the end of the interview.

Management Scenario : **Jenny a young woman on remand has cut herself very seriously with a piece of compact disc. She may require hospital treatment. You will be asked for your response later in this interview.**