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| **Role Title** | **Support Worker** | |
| **Job Family** | **Families & Homes** | |
| **Competency Level** | **All Colleagues** | |
| **Pay Range / Scale** | **SO1 - SO2** | |
| **Purpose**  To provide support and provide specialist knowledge to the service area of residential respite and care for children with disabilities. Leading and where required, To ensure that children are safe and are enriched by their short break. | | |
| **Generic Accountabilities** | | **End Results/ Outcomes** |
| Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service. | | The service is delivered to the quality, organisational and professional standards required  Customer / stakeholder expectations are managed in relation to what can be delivered.  The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints. |
| Maintain all required records and information. Analyse and interpret complex information, for input into reports. | | Procedures are adhered to and all information is correctly recorded and processed.  Accurate, complete and relevant information / records / reports are provided for internal and/or external use. |
| Develop specialist documents / materials / activities to support / promote the service area. | | All materials / activities are delivered to the required standards and timescales.  Communications are clear, well planned and effectively targeted. |
| Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area. | | Expert advice, information and support are provided on the full range of issues within the field of expertise.  Queries / complaints are effectively managed.  Appropriate action is taken to resolve the issue.  Customers are satisfied. |
| Maintain information systems which support the specialist area. Contribute to the development of these systems. | | Changes to systems, are identified and recommended.  Systems meet operational requirements. |
| Work closely with others to clarify changing customer / organisational requirements. | | Customer requirements are identified and documented.  Improvement opportunities are identified and recommended. |
| Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. | | Specialist work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Best practice is shared. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | | Work is carried out in a way that is safe and without risks to health. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post. | | Safeguarding standards are monitored and maintained in compliance with Council policy |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | | All policies and procedures are complied with. |

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| **Job Specific Accountabilities:** | **End Results/ Outcomes** |
| Responsible for managing and organising your shift team to deliver front line service delivery to service users at 92 Leyton Green Road | The service delivers measurable positive outcomes for children and young people as identified in their care plan and ensures that staff are effectively deployed to ensure that children are safe. |
| To ensure service delivery is carried out in line with council policies and procedures and Quality Standards | Delivery of a quality service in line with current policy and procedures |
| Developing and maintaining care plans, risk assessments and behaviour management programmes for individual children and young people | Improved outcomes for children and young people in accordance with care plans and risk assessments |
| To ensure compliance with centre procedures and recording protocols | Records are kept that are compliant with policy and procedure. Procedures are adhered to and all information is correctly recorded |
| Undertake home visits where necessary alone or with others as directed to assess potential new service users | Needs and requirements of service user and families are identified, recorded and a complete assessment including behaviour support plans are evident |
| Ensure that shifts deliver stimulating and enjoyable activities for service users that reflect their interests and provide opportunities to deliver positive outcomes across the 9 key areas | Children and young people receive a service that is not only safe, stimulating and enjoyable, it is also meaningful |

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| **Nature of Contacts** |
| Key contacts are internal and external customers/stakeholders  Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.  Deal with people at all levels confidently, sensitively and diplomatically. |

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| **Procedural Context** |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.  Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.  Decisions will be made based on Council and legislative policies and procedures  Responsible for meeting performance standards within a policy framework and regulatory guidelines.  Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures**  E = Essential D = Desirable AF = Application Form I = Interview T = Test  Proven social care experience in a children and families setting E  Demonstrable knowledge and experience of issues relating to children in need, child protection/safeguarding, and looked after children including relevant legislation E, AF, I & T  Experience of service delivery which us culturally sensitive and responsive to the needs of a multicultural community E, AF, I  Experience of working with children and young people with disabilities, learning difficulties and complex needs E, AF  Ability to work under regular supervision E, AF, I, T  Ability to work effectively under pressure E, I  Ability to direct and supervise the team E, AF, I, T  Ability to provide regular professional supervision to identified staff, identifying practice issues and taking appropriate action E, AF I  Ability to allocate work within the team E, I  Ability to ensure performance indicators relating to service area are met E, AF, I  Ability to manage change effectively E, AF, I, T  Ability to communicate clearly, verbally and in writing, and to follow through required actions  Commitment to the participation of children, young people and their families both at an individual and service level E, AF, I, T |

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| **Resourcing** |
| **Budget Responsibilities:**  Ability to contribute to the efficient management of the centres resources |
| **Supervisory Responsibilities:**  Responsible to:Registered Manager  Responsible for: Support and Assistant Support Workers, Handyperson |
| **Knowledge, Skills and Experience** |
| E = Essential  Ability to develop professional and effective working relationships with managers and peers  Ability to work confidently and positively with the client group  Ability to employ a range of communication methods and skills  Ability to ensure staff deliver services in line with policies and procedures  Ability to work as part of a team as well as team leading  Ability to interpret policies and procedures and ensure they are enforced  Ability to assess risk and put appropriate safeguarding measures into place  The creative ability to develop and deliver activities that are stimulating, meaningful and enjoyable for service users  To keywork individual children and young people  To manage and supervise your shift team E  To provide regular staff supervision in line with council /legislative procedures E  Ability to draw up daily shift plans and ensure all reporting required by a shift is completed to an appropriate standard E  Ensure safeguarding policies and procedures are followed at all times E  To represent the team on working groups as required E  To collaborate with the management team and contribute in planning for, implementing and monitoring changes in the teams professional practice E  To work in partnership with parents, staff and other stakeholders in order to develop a user-led service  To motivate, direct and supervise staff in the team. Set high standards of practice, support staff in meeting those standards E  To assist with the allocation of work within the team, ensuring that staff are clear about the focus and purpose of their intervention E  To support the management team in the delivery of the service objectives E  To attend regular supervision with Registered Manager and highlight any practice matters and learning and development training needs of individual staff members that you line manage E  To build effective relationships with partners and work across organisational boundaries E  To ensure that all information requested regarding a complaint is provided within the required timescales E  To ensure compliance with procedures and recording systems E  Develop and maintain agreed care plans, risk assessments and behaviour management programmes for individual service users which take into account their specific gender, cultural and religious needs  E  To support management in developing, and co-ordinating the implementation of new practice models, consulting children, young people and their families E  To plan, initiate, maintain and co-ordinate activities which contribute to the development of each child and young person’s potential  To undertake occasional extra duties, in particular either as part of a rota or in response to emergencies arising  To monitor and maintain the quality of service delivery whilst on shift E  To uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and other associated legislation or council policies and procedures E  To understand and comply with the Council’s Equal Opportunities Policy E |
| **Indicative Qualifications**  Will already possess an NVQ Level 3 Working with Children and Young People or Children Workforce Development Level 3 or equivalent  To be working towards Level 4 Diploma  Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |