

<b>Role Title</b>	<b>Support worker</b>
<b>Job Family</b>	<b>Families &amp; Homes</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Scale</b>	<b>Scale 6</b>
<p><b>Purpose</b></p> <p>To provide support, assistance, to children and young people. To attend to their practical, physical, and emotional needs. To act as an appropriate role model and to work closely with them to enable them to address their difficulties and achieve their optimum potential. To undertake a lead role in ensuring the care and welfare of each child. To give guidance and support to children and their families in the planning of their care by considering their wishes, feelings and seeking their opinion in all matters that affect them. (The voice of the child). Offer support which seeks to meet and exceed The Care Act and the Children and Families Act (2014). To raise any concerns with the Registered Manager as appropriate.</p> <p><b>Our aim is:</b></p> <ul style="list-style-type: none"> <li>• Safeguard children and young people.</li> <li>• Provide a good standard of living/Care.</li> <li>• Promote the wellbeing of children and young people.</li> <li>• Take all wishes, thoughts, feelings &amp; preferences from children and young people into account.</li> <li>•</li> </ul>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable, and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users' express satisfaction with service provided.

<p>Organise and maintain records and documents using the appropriate council process / system.</p>	<p>Received documents, correspondence etc. are recorded, distributed, and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p>
	<p>Records /information are well organised and accessible.</p> <p>Records are kept up to date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>
<p>Create document, reports, correspondence from the information provided, using standard formats and software</p>	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>
<p>Database maintenance – access and update relevant databases and generate reports for management information.</p>	<p>Reports are accurate, complete, and meaningful.</p>
<p>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.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p><b>Job Specific Accountabilities:</b></p>	
<p>Plan and organise work to ensure the delivery of those aspects of the service for which you are responsible.</p>	<p>To provide a structured, stimulating, caring and safe environment that is free from any prejudices, biases and or judgement. To create an environment which offers children and young people the opportunity to be listened to and supported. The support worker should use a person-centred approach in all duties they carry.</p>
<p>To actively safeguard Children/young people by following our safeguarding policy and implement statutory duties such as reporting and documenting any safeguarding concerns. To be proactive and to challenge any safeguarding risks</p>	<p>All children are safeguarded in line with our safeguarding policies - To be proactive and to challenge any safeguarding risks.</p> <p>Staff will attend safeguarding training regularly.</p>

<p>To undertake a Keyworker role, which clearly evidences and demonstrates the voice of Child/Young Person's learning journey and experiences throughout their time at Leyton Green Road.</p>	<p>The key worker will ensure that the child or young person is properly inducted into the Centre, the key worker would have met key family members/ guardians/carers and they will have a thorough understanding of the school /home/daily routines and expectations. The keyworker will be fully aware of and have gained a working understanding of the child or young person's history and the implications this may have for the child or young person's daily life.</p>
	<p>Every child or young person will have case file records in line with Regulation 38 of The Children's Homes. They will reflect children's lives, their achievements and the work that is carried out with them and should clearly relate to the plans for their future. Files are updated periodically.</p> <p>They will ensure that the child or young person's file has the relevant documentation to inform this knowledge and where there are gaps in information, they will seek to fill these. As a result of this discussion period the key worker will pull all relevant information together to complete a care plan and individual daily routines.</p>

<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p>	<p>Practical tasks are carried out which may arise during the shift as part of good childcare practice, tasks such as:</p> <p>Each shift thoroughly planned prior to and after handover. Detailed and allocated tasks are set to each person on duty using our shift planner.</p> <p>Children and young people are supported with personal care considering their dignity and respect.</p> <p>Children and young people's medication is administered in line with our medication policy.</p> <p>Meals are planned weekly considering children's choices, preferences, and dietary needs.</p> <p>Varied, balanced nutritional meals are prepared and cooked for the children or young people as per Leyton Green Road Centre food safety policy. Food temperature records and other essential tasks are carried out.</p> <p>Children or young people cultural needs are considered.</p>
<p>Contribute to identifying and delivering activities to support young people service delivery / promote the service area.</p>	<p>Children and young people are supported attending indoor and in the community activities as per Leyton Green Road Centre's policies and procedures.</p> <p>To take an active role in delivering our weekly planning for children and young people.</p> <p>Staff will use the Centre's transport to take children and young people to engage in external activities.</p> <p>All materials / be spoken activities are delivered to the required standards and timescales</p>

<p><b>Nature of Contacts</b></p> <p>Involves supporting and guiding residents, stake holder and third parties to ensure a successful service.</p> <p>May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems, and processes.</p> <p>Deal with people at all levels confidently, sensitively, and diplomatically.</p>
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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. 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 procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is shift based.

Occasionally the post will be expected to work from other locations.

### **Key Facts and Figures**

Driving the centre vehicles is desirable (current driving licence holders subject to procedures) Enhanced DBS.

### **Resourcing**

Budget Responsibilities: Ability to contribute to the efficient management of the centre's resources.

Supervisory Responsibilities: Nil

### **Knowledge, Skills, and Experience**

- Knowledge and experience of working with children and young people with learning disabilities and complex needs.
- Knowledge and understanding of key theories and principles relating to early childhood and family life.
- Sound knowledge of a range of legislation and policy frameworks in relation to children and young people, not least Children's Act 1989 and 2004, Working Together to Safeguard Children 2023
- Knowledge of signs and indicators of child abuse and neglect and an understanding of child protection and other safeguarding issues.
- Experience of working with children and families with specific, multiple, and complex needs.
- Experience of child engagement, child's voice work, and ensuring they remain at the

centre of interventions.

- Experience of family outreach work including home visiting.
- Experience of evidence-based and structured approach to recording practice
- Experience of using reflective techniques to evaluate and continuously improve own practice.
- Knowledge and understanding of families from a range of cultures and communities.
- Experience of delivering evidence-based children activities programmes
- Excellent interpersonal skills. Ability to communicate with, engage and influence customers, partners, and stakeholders.
- Experience of partnership working.
- Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.
- Proven initiative and judgement to identify and resolve problems.
- Good ICT skills - both standard Microsoft applications and specialist systems.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales, and deadlines of others.

### **Indicative Qualifications**

The qualifications required for the role as support worker will be a Health and Social Care and or young people's workforce diploma Level/NVQ 3 or 3 or other equivalent qualification. Any staff member who does not hold this qualification needs to be enrolled on a course within 6 weeks of their employment.

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