



Support Worker 4

Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Manage and lead a team to provide a wide range of services to children, young people and families, which enable positive outcomes to be achieved, in accordance with organisational policies, procedures and regulatory requirements.

In this role, you'll be responsible and accountable for:

1. Providing high quality service (including those with a regulatory requirement) to children, young people and their families, based on an assessment of need and outcomes.
2. Working closely with senior staff and managers to review and evaluate service provision, ensuring continued improvements are made, driving innovation and business development, in particular for an assigned area of work.
3. Providing support to children, young people and families by agreeing and directly applying interventions, liaising with other agencies and professionals.
4. Participating, chairing, facilitating and leading of relevant multiagency meetings e.g. service planning meetings, home visits and conference meetings, where appropriate.
5. Being responsible for the delivery of quality services, including operational and strategic planning and deployment of resources and to work with commissioners and other external bodies.
6. Coordinating a delegated budget to ensure efficient usage and reporting, in accordance with agreed procedures.
7. Nurturing, developing and promoting effective relationships and channels of communication with colleagues, community organisations, partner agencies and other external agencies.
8. Providing direct and overall line management of staff, applying appropriate policies and procedures, also sharing knowledge and experience through coaching and mentoring techniques.
9. Ensuring case work standards are adhered to from referral through to closure of cases, using appropriate IT systems.
10. Producing and presenting analytical and written reports, using data and other sources to improve performance and service delivery.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 13/10/2023 Version: V2

11. Delivering a safe and positive work and service environment through compliance with all safeguarding, safer recruitment, health and safety policy and procedure

To do this, you will have:

Skills, knowledge and experience

1. Significant post qualification experience of working with children, young people and or families in a multi-agency environment and achieving positive outcomes through intervention.
2. Delivery of service user needs assessment, ensuring accurate and update retention of information
3. Advanced experience of chairing, supporting and contributing to service planning meetings.
4. Experience of the development and practice of community working, including influencing involvement
5. Producing clear, concise written reports capturing and progressing the salient issues to action.
6. Demonstrable integration of equality and diversity into practice and service delivery.
7. Competent in the use of Microsoft outlook packages i.e. word, email etc.
8. Leading by example with the completion of processes and procedures to the expectations to standards designated and to guide\ advise subordinates.
9. To prioritise workload, including subordinate staff to achieve and deliver within agreed timescales.
10. Significant working and educational knowledge and understanding of childcare legislation and safeguarding requirements.
11. To support with the management of a service, including allocated responsibility of aspects of service.
12. To manage and develop subordinate staff or a team.

The competencies that we have detailed above form part of our management competency framework (MCF), you can see the full framework on our Careers website.

Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

In this role, you will be responsible for:

Staff responsibilities

Number of direct line reports: c.4-6

Overall staff responsibility: c.4

What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

Flexibility in work arrangements to ensure delivery of service, including travel and overnight stays

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Thorough appreciation of the need to maintain and respect confidentiality and professional boundaries.

For completion by the Reward Team:

Operational Job Title: Service Coordinator SW4 (Support Worker 4)

Panel approval: Reward Team

Job Family: Social Care

Panel date:

Grade: 5

Payscale Ref: SC50

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