



Support Worker 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:

Provide support to children, young people and families through direct interventions which enable positive and agreed 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 individually or as part of a team, high quality practical care, activities and experiences to children, young people and families, as advised and in line with agreed plans.
2. Undertaking home or site visits and meetings as advised
3. Maintaining effective working relationships and channels of communications with colleagues and with children, young people and families and where necessary to encourage, participate and promote involvement to achieve positive outcomes.
4. Delivering or supporting appropriate interventions to children, young people or families on a 1:1 basis or in a group setting, with appropriate direction and participation.
5. Being alert and ready to take action protect and safeguard child and to inform appropriate line managers of concerns consistent with safeguarding policies and procedures.
6. Attending and actively participate in relevant multi-agency meetings.
7. Being responsible for organising achievement of daily work objectives, including both pre and forward planning and to undertaking administrative tasks.
8. Retaining accurate and detailed records in a timely manner, using various IT systems to capture case details, outputs and outcomes as necessary and to produce written reports and present these as necessary.
9. Guiding or directing less experienced staff and volunteers where necessary.
10. Ensuring familiarity and compliance with relevant Action for Children policies and procedures

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

Last Reviewed: Version:

To do this, you will have:

Qualifications:

1. Minimum S/NVQ Level 2 or equivalent relevant qualification or work experience (see job advert for specific requirements)

Skills, knowledge and experience:

1. Experience of volunteering or working with children, young people and families, to deliver a frontline service, as an individual and or within a team.
2. An understanding of child development
3. Ability to retain and prepare concise and clear notes for recording purposes.
4. Remaining calm, demonstrating tact and understanding and Action for Children's values and behaviours.
5. Demonstrable organisational skills to plan own work/tasks within agreed timelines.
6. Experience of preparing, organising, reviewing and delivering individually and or within a group
7. Engaging and communicating with children, young people and their families, demonstrating a range of communication skills.
8. To act upon safeguarding concerns with clients and to follow agreed reporting procedures.
9. Demonstrable knowledge and application of diversity policies within the workplace.
10. An understanding of the relevance and importance of diversity policies to delivery of this job brief.

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.

What else?

- Demonstrable flexibility to work to meet the needs of the service and client group and undertake such tasks that occasionally occur within the purpose of the post
- Demonstrates commitment to personal development and undertaking relevant training
- 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.

For completion by the Reward Team:

Operational Job Title: Support Worker

Panel approval: Reward Team

Job Family: Social Care

Panel date:

Grade: 6

Payscale Ref: SC64

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

Last Reviewed: Version: