

## Job Description – Support Worker

### **Job Title:**

Support Worker

### **Place of Work:**

As directed by the Deputy Manager / Manager / Directors

### **Responsible to:**

Shift Leaders / Team Leaders / Deputy Manager / Home Manager / Managing Director

### **Purpose of the Role:**

To deliver high standards of care, protection and support to the children and young people facilitating their physical, psychological, emotional and recreational development in line with the individual care plans.

### **Duties and Responsibilities:**

- To ensure that you are familiar with:-
  - ✓ The 'Staff Induction pack'
  - ✓ Acorn Homes staff Handbook
  - ✓ All Acorn Homes Manuals
  - ✓ Quality Standards
  - ✓ The Regulations & Guidelines Volume 4 of the Children's Act
- To have knowledge and understanding of the Legal and Company Child Protection Policies and Procedures.
- To ensure that you have all relevant information on the children's backgrounds and present needs, by reading all relevant documents & records and discussing them with your line manager.
- Before starting a shift all applicable reports, logs and new information on the children should be read and discussed with the appropriate people in order to ensure that you have all the necessary information to care for the children effectively and consistently. When finishing a shift all relevant information should be passed on both in writing and verbally to the staff taking the next shift
- To ensure that the children's primary needs are identified and met when you are on duty.
- To record and justify all sanctions imposed on children in line with their Care Plan.
- To carry through all reasonable sanctions imposed by other members of the staff team in order to establish continuity.
- To be aware of what information is relevant to record in the unit's daily/children's logs, Incident sheets, sanction & accident books etc. In line with company/government policies and guidelines.
- To also ensure that you record all information accurately and legibly, as well as passing it on, either in writing or/and verbally to the relevant person/s within the appropriate time span.
- To fill out missing person forms, or consent forms and to liaise with the local police or hospitals after discussion with your shift manager or the Home manager, while ensuring that company and legal policies & procedures are followed.
- Take responsibility for petty cash including distributions, recording and any other relevant transactions while on duty, if instructed by the shift or Home Manager.
- To take responsibility for the children's health and physical needs while on duty, including administering any drugs/medications etc., prescribed by a child's GP or consultant and to record all action taken. While ensuring that all drugs are kept behind two locked doors. (Under instruction of shift or Home Manager).
- To help carry out any review/planning meeting decisions on individual children and to facilitate the children working towards the aims and goals of their individual Care plan.
- To liaise/consult with schools, social workers, parents and any other relevant bodies in the absence and/or under the direction of your Shift Manager or Home Manager.
- To facilitate family or any other contacts important to individual children, who have been agreed at review/planning meetings or court hearings. To also protect children from contact with individuals who have been deemed as inappropriate or are a danger to individual children. (In consultation with your Shift or home Manager).
- To feed back to the Shift Manager or Home Manager any concerns on the children's physical psychological or emotional needs.
- To record all outgoing and incoming telephone calls and to take appropriate action as required.

- To participate in staff meetings and in individual formal/recorded supervisions, giving and taking constructive feedback, opinions and ideas, while carrying through any decisions or actions points agreed on.
- To maintain client confidentiality at all times and to have no communication with the media or any other outside bodies, without the written permission of the Home Manager and Directors.
- When required, to either prepare healthy nutritious meals or responsibly supervise children in the preparation of meals, in line with the individual children's Care plans and the Company and Government policies on Health & Safety, Food Hygiene and Risk assessment.
- To ensure that domestic tasks are carried out by yourself and other staff, or if appropriate by the children under staff supervision/guidance in accordance with individual Care Plans and home/company policies and guidelines, in order to continue the company's ethos on maintaining a safe and caring home environment. (Under instruction of the Shift Manager).
- To ensure that you are familiar with and work within the company and legal Health & safety and disciplinary guidelines and procedures, in order to ensure the highest standards of care.
- To be aware of and to facilitate the children's leisure and recreational needs and references within the company and unit guidelines. This may also require you to accompany children on holidays. (In consultation with and direction from the Home Manager).
- To participate in and take joint responsibility for having an annual appraisal and quarterly reviews, in order to monitor your performance and identify training and development needs.
- To take joint responsibility with your line Manager in ensure that your ' Individual training plan' is reviewed and kept up to date.
- To work in line with the Company's Equal opportunity and anti-discrimination policy.
- To undertake any other reasonable tasks/duties requested by the shift Manager, Home Manager or Directors.

### **Qualifications & Knowledge:**

As a Support Worker, you will be provided with training throughout your probationary period, this will help you gain awareness and skills in the following areas:

- Childcare & Child Protection Laws
- Equal opportunities & diversity models
- Challenging Behaviour

Other training needs that will be met during your employment will include:

- Child related/Social care qualifications
- Training in supportive skills

### **Experience:**

A Support Worker will need experience of:

- Experience of translating policy into practice
- Experience of facilitating, organising and directing & developing teams
- Experience of using best practise model to guide decision making

### **Qualities:**

A Support Worker will need Qualities such as:

- A good sense of humour, initiative, integrity & honesty
- Enthusiasm and commitment to the children's protection & development
- A commitment to work in an anti-discriminatory non-judgemental manner in line with Equal Opportunities Policies
- Awareness of own values and beliefs & confidence in own skills
- Reflective skills
- Good organisational & time management skills
- Vision, creativity and innovation
- Tolerance & resilience
- Professional assertiveness

### **Abilities:**

A Support Worker will need Abilities such as:

- The ability to organise, plan and take responsibility

- The ability to communicate clearly and effectively, both with colleagues and children, verbally and in writing
- The ability to motivate, aid and guide children in their self-development
- The ability to set appropriate examples for children at all times
- The ability to listen and respond responsibly with sensitivity
- The ability to manage children who display disruptive or challenging behaviour and to guide/direct staff in managing that behaviour
- Ability to understand and implement National Minimum Standards

Requirements	Essential	Desirable
<b>Qualifications/Knowledge</b>		
Training in supportive skills (i.e. counselling)		✓
Child related/Social care qualifications		✓
Knowledge of Equal opportunities & diversity models		✓
Upto date knowledge of Childcare & Child Protection Laws		✓
Basic knowledge of IT	✓	
<b>Experience</b>		
Experience of working with abused children in a residential setting		✓
Experience of translating policy into practice	✓	
Experience of working in a team	✓	
Experience of working with children who have emotional / behavioural difficulties		✓
Awareness of group dynamics in residential settings		✓
<b>Personal Qualities</b>		
A good sense of humour, initiative, integrity & honesty	✓	
Enthusiasm and commitment to the children's protection & development	✓	
A commitment to work in an anti-discriminatory non-judgemental manner, in line with Equal Opportunities Policies	✓	
Awareness of own values and beliefs & confidence in own skills	✓	
An accessible, approachable & participative style	✓	
Good organisational & time management skills	✓	
Professional assertiveness	✓	
Tolerance & resilience	✓	
Vision, creativity and innovation	✓	
<b>Abilities</b>		
The ability to organise, plan and take responsibility	✓	
The ability to communicate clearly and effectively both with colleagues and young people, verbally and in writing	✓	
The ability to set appropriate examples for young people at all times	✓	
The ability to motivate, aid and guide young people in their self-development	✓	
The ability to listen and respond both responsibly and appropriately with sensitivity	✓	
The ability to manage children who display disruptive or challenging behaviour	✓	
Ability to understand and implement the national minimum standards	✓	
The ability to record in writing, legibly and accurately	✓	
The ability to establish, sustain and disengage from constructive relationships with children, in a professional manner	✓	
The ability to contribute honestly to staff meetings and supervisions, giving and accepting constructive criticism when necessary	✓	
Ability to complete and follow all required documentation relating to care, reporting and placement planning	✓	

Signed by David Knowles (Managing Director)



**Employee Signature:**

**Print Name:**

**Date**