



Job Description

Support Worker /Senior Support Worker

Role Overview

The role of a support worker is fundamental to the ongoing success of supporting and safeguarding the young people we support. In this role, you hold the primary responsibility for addressing the ongoing needs of our young people. You will engage with them, establishing yourself as their primary provider of support, advice, and guidance.

As a key member of our dedicated service support team, you will report directly to the service management team. Your contributions will play a pivotal role in fostering a nurturing and supportive environment for our young people.

All roles must align deeply with our values, and as a support worker, you must be committed to empowering young people on their journey towards adulthood. The workload will be varied and challenging. It is vital that you act as an appropriate role model to our young people, enabling them to address any difficulties they may have, as well as supporting and celebrating their achievements and potential.

The responsibilities of these roles remain the same, however, the senior support worker holds a level 3/4 in children's social care (or other equivalent qualification, relevant to the role), while a support worker will be working towards their qualification.

Embodying our Values

Believe Impact is Possible

As a support worker, believing that you can make a significant impact and actively working towards it is vital. This is achieved by empowering young people to actively shape their future through your support, advice, and guidance. You play a crucial role in meeting their education, health, and social needs. Furthermore, you contribute to setting and respecting boundaries, nurturing their self-control and self-regulation skills. In doing so, you are laying the foundation for their future success. It's essential that you understand their aspirations, empowering and encouraging them to envision and pursue ambitious goals. Your active involvement and commitment to making a difference are key factors in creating a positive and supportive environment.

Communicate Effectively

As a support worker, understanding the significance of effective communication is essential. You need to possess the necessary expertise to flexibly adapt your communication techniques when supporting young people with diverse communication needs. Furthermore, recognising the value of continuous communication among colleagues and external partners, such as social workers and agencies, is vital to ensure the best outcomes for our young people. Working within a team, your role is not just about individual efforts; it's vital that you actively communicate and update each other on the evolving needs and progress of our young people. We hold all colleagues to high standards, expecting them to be active listeners, to approach their work with a trauma-informed mindset, to demonstrate emotional intelligence, and to show a strong sense of empathy.

Embrace Self Improvement

As a support worker, embracing self-improvement means consistently striving to be better than you were before. This achievement comes through continuous learning and building a culture of reflective practice. We heavily invest in continuous professional development. We not only

encourage but actively support our support workers to pursue a nationally recognised qualification, relevant to this role. Additionally, we provide both online and in-person training courses, which are a mandatory part of your role. This substantial investment in your growth ensures that you are well-equipped to provide the highest level of support to our young people, actively contributing to their personal growth and development alongside their aspirations and future career goals.

In Diversity there is Strength

We celebrate the diverse backgrounds and ideas of our colleagues and young people, recognising that it's what makes our service stronger. As a support worker, your role goes beyond just acknowledging diversity; it involves actively embracing and promoting it. This includes demonstrating cultural sensitivity, respecting individual differences, and ensuring that all our young people have equal opportunities to thrive and reach their full potential. Your commitment also extends to providing high-quality, tailored support that sustains their health and well-being. It's about fostering an inclusive environment where everyone can flourish.

Be Accountable

As a support worker, embracing accountability for your actions and decisions is not only crucial but it is an essential part of your role. This commitment goes beyond reflective practice, it is about taking ownership, informing management, and actively seeking solutions to rectify any issues that may arise. By being accountable, you contribute significantly to the success of the young people we support, establishing trust and ensuring the quality of support provided. Being accountable extends to taking responsibility for the cleanliness and general upkeep of the homes we oversee, maintaining a high standard of support, and adhering to relevant legislation, as well as ensuring that young people understand their rights and entitlements, empowering them with knowledge and fostering a positive environment for their development and success. This proactive and accountable approach reflects a continuous commitment to improvement and the overall well-being of our young people.

Consistency is Key

As a support worker, being consistent is not just important; it's essential. This involves upholding consistently high standards of practice to ensure that each young person receives equal and fair levels of support. Your commitment to consistency is reflected in various aspects of your role, from routine responsibilities and the accurate upkeep of electronic records and regular key working sessions, to consistently showing up and working collaboratively with your team. Furthermore, your dedication to a consistent approach with every young person you support is vital to our core aims and functions. We believe that our young people should be able to rely on the adults around them, and by prioritising consistency, you not only enable them to build strong and meaningful relationships but also play a significant role in the overall effectiveness of your team.

Day to Day Responsibilities

As a support worker, you will have various day to day responsibilities which contribute to achieving success in your role. This list is not exhaustive, and you may be required to undertake additional responsibilities outside of this:

- You will support the daily needs and well-being of our young people, acting as a role model, and teaching valuable life skills.

- You will collaborate with our young people, tailoring support to their individual needs and aspirations.
- You will deliver and support our accredited life skills program to our young people.
- You will be a champion of our ECHO® program, ensuring the voice of our young people is central to all key decision-making.
- You will regularly assess and address potential hazards in the home, ensuring compliance with health and safety standards for a safe living environment.
- You will ensure effective housekeeping and general maintenance, maintaining a hygienic and comfortable living environment.
- You will develop trusting relationships with our young people, creating an environment contributing to their growth and development.
- You will maintain detailed records to monitor the progress, behaviour, and accomplishments of our young people, offering valuable insights into their development.
- You will maintain up-to-date case file and home records for our young people, including key plans, and engagement records.
- You will work closely with social workers, healthcare professionals, educators, and other key professionals, ensuring a coordinated and comprehensive approach to support for our young people.
- You will stay updated on and adhere to supported accommodation regulations, policies, procedures, and guidelines, maintaining a high standard of support and legal compliance.
- You will engage in regular training sessions and professional development to improve skills and stay informed about best practices for supporting our young people.
- You will act promptly and calmly in emergency situations, following established procedures to ensure the safety and well-being of all our young people.
- You will stay vigilant to signs of concerns, actively promoting a culture of safeguarding, and taking necessary steps to protect and advocate for the well-being of our young people.
- You will uphold principles of confidentiality, privacy, and dignity in all interactions, ensuring secure and confidential record-keeping, respect for privacy, and adherence to data protection regulations.

Your role is central to our mission of supporting and safeguarding young people as they prepare for adulthood. As a valued member of our service support team, you play a vital role in ensuring positive outcomes for our young people and upholding the highest standards of support. Your commitment to excellence and dedication to the well-being of the young people we support contributes significantly to the success of our mission.