



Job Description

Social Services Department

Post Title	Support Worker – Children’s Services		
Post Number	BG03454	Grade	6
Base	7 Bridge Street, Ebbw Vale	Hours of Work	37 per week
Car User Allowance	Essential	Disclosure	Enhanced
Contact	Sarah Thomas-Britton – Service Manager	Updated	July 2015
	Tel: 01495 356103		

Principal Job Purpose

Responsible to: Team Manager

Responsible for: Providing a service to children, their families or carers, which will include assessment, care planning and direct work with children who are in need, or looked after.

Principal Accountabilities

- To comply with the relevant sections of the Authority’s policy statement on Health, Safety and Welfare at Work.
- To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
- To undertake assessment and provide early intervention and support as part of a care plan for individual children including Children in Need.
- To maintain accurate records in accordance with Directorate Policy, Guidance and Legislation
- To establish and maintain effective working relationships with service users, carers and colleagues in social services and other agencies.

- To work effectively as a team member and contribute to the development of the team.
- To communicate effectively with service users, carers, care management staff and other relevant professionals.
- To regularly attend and contribute to supervision, team meetings, case reviews and other relevant meetings.
- To demonstrate a commitment to personal development by participating in training and if appropriate to work towards a relevant qualification.
- To have knowledge of corporate policies and procedures and to work in accordance with them.
- To work in an anti discriminatory way and respect the rights and beliefs of individuals.
- To case hold as necessary and be accountable for the delivery of care plans for children in need.
- To respond to situations that require immediate action as directed by your Team Manager or Senior Practitioner.
- To undertake any duties appropriate to the grade and role, as directed by the Director of Social Services.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				Probationary Period
	Essential / Desirable	App. Form	Interview	Other (please specify)	
Qualifications/relevant experience					
5 GCSEs (or equivalent) A - C grade including Maths and English	E	X			
NVQ Level 2 in Health / Child Care or equivalent	E	X			
2 A level's or equivalent	D	X			
Proven experience of working with children and their families in a statutory setting or within a voluntary organisation	E	X	X		
Experience of working with other agencies to meet the needs of children and their families	E	X			
Experience of using the Framework for Assessment of Children in Need and their Families.	D	X			
Knowledge/Skills					
Understanding of the needs of children who are in need of early intervention and may require additional support services.	E	X	X		
Good verbal and written communication skills with professionals, children, young people and adults.	E	X	X		
Ability to maintain accurate records in accordance with Directorate Policy.	E	X			
Ability to work to stringent, predetermined time scales.	E	X			

Ability to work independently on the basis of approved objectives.	E	X	X		
Ability to engage effectively with a range of professionals and agencies to promote partnership working.	E	X	X		
Ability to work proactively to promote positive outcomes for children and young people and their families.	E		X		
Ability to work as a member of a team.	E		X		
Knowledge and understanding of current research, legislation and good practice in child care.	D	X			

2. Special Requirements

	Essential	Desirable
• Current driving licence and ability to travel as required	x	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
--------------------------	--	--	--	--	--

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Assessment Method					
--------------------------	--	--	--	--	--

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓