



### **Social Services Department**

<b>Post Title</b>	Support Worker – Children’s Services FIXED TERM		
<b>Post Number</b>	Various	<b>Grade</b>	6
<b>Base</b>	AGILE WORKING / Anvil Court, Church Street, Abertillery, NP13 1DB	<b>Hours</b>	37
<b>Car User Allowance</b>	Yes	<b>Disclosure</b>	Enhanced
<b>Contact</b>	Claire Evans 01495355099	<b>Updated</b>	July 2021

#### **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 and support plan for individual children including voluntary intervention
- 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 requires 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

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (specify)	Probationary Period
<b>Qualifications &amp; Experience</b>					
5 GCSEs (or equivalent) including Maths and English	Essential	✓			
NVQ Level 3 in Health & Social Care or equivalent qualification in a relevant field	Essential	✓			
Proven experience of working with children and their families in a statutory setting or within a voluntary organisation	Essential	✓	✓		
Experience of using the Framework for Assessment of Children in Need and their families	Desirable	✓			
<b>Knowledge &amp; Skills</b>					
Understanding of the needs of children who are in need of early intervention and may require additional support services	Essential	✓	✓		
Good verbal and written communication skills with professionals, children, young people and adults.	Essential	✓	✓		
Ability to maintain accurate records in accordance with the Directorate Police	Essential	✓			
Ability to work to stringent predetermined time scales	Essential	✓			
Ability to work independently on the basis of approved objectives.	Essential	✓	✓		
Ability to engage effectively with a range of professionals and agencies to promote partnership working	Essential	✓	✓		
Ability to work proactively to promote positive outcomes for children and young people and their families.	Essential		✓		
Ability to work as a member of a team	Essential		✓		
Knowledge and understanding of current research, legislation and good practice in child care.	Desirable	✓			

### Special Requirements:

	Essential	Desirable
<ul style="list-style-type: none"> <li>Current and clear driving licence and ability to travel as required</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Welsh Language ability</li> </ul>		✓

<b>Welsh Language Requirements</b> <b>(please select one of the following)</b>	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

## 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 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 Local Authority's performance coaching scheme.)*

Topic	Competencies	Assessment Method			
		Application Form	Interview	Other (e.g. presentation, discussion group, simulation, etc. – please specify)	Probationary Period / Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance				✓
	Involves line manager / colleagues in setting and meeting targets				✓
	Re-organises work when necessary				✓
	Sees tasks through to completion whenever possible.				✓
	Seeks help if work load becomes unmanageable.				✓
<b>Improvement &amp; Change</b>	Is prepared to try new things and feedback 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 and welcomes constructive feedback.				✓
<b>Providing excellent customer service</b>	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 Local Authority' 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				✓
<b>Team Working</b>	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				✓
<b>Communicating</b>	Adapts content and style to help others understand.				✓
	Makes sure that people are regularly informed.				✓
	Uses appropriate language, gestures and tone with talking to others.				✓
	Checks others have understood and seeks advice when necessary				✓
	Actively seeks to improve all forms of communications with others.				✓
	Communicates professionally by using formal channels appropriate to the situation.				✓