



JOB TITLE: Support Worker 3
REPORTS TO: Support Worker 4
DEPARTMENT: Children's Services
JOB FAMILY: Social Care
GRADE: 6

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:

Co-ordinate and direct the support to children, young people and families by agreeing and providing interventions, which may be specialised, enabling positive and agreed outcomes to be achieved, in accordance with organisational policies, procedures and regulatory requirements.

Action for Children protects and supports children and young people, providing practical and emotional care and support, ensuring their voices are heard, and campaigning to bring lasting improvements to their lives. To help us achieve this, the role will:

1. Provide a high quality service to children, young people and their families, based on an assessment of need and is outcomes driven.
2. Deliver a complex and specialist interventions with children, young people or families on a 1:1 basis, group or community setting.
3. Provide lead case/care planning management, including undertaking assessing, reviewing and managing risks
4. Attend and participate at relevant multi agency meetings, providing a lead role ensuring reflective and analytical practice review
5. Take responsibility for day to day resource planning to ensure high quality services are delivered.
6. Establish and developing effective relationships and channels of communication with children, young people, families, colleagues, community organisations, partner agencies and other external agencies
7. Retain accurate and contemporaneous records, using various IT systems to capture information and to produce written reports and present these as necessary.
8. Review and evaluate service provision with others, ensuring continued improvements are made.
9. Supervise, guiding or directing staff and volunteers where necessary

10. Ensure a safe and positive work and service environment is achieved through compliance with all safeguarding, safer recruitment, health and safety policy and procedure

Everyone who works at Action for Children should:

1. Demonstrate a commitment to Action for Children's defining statement, 'safe and happy childhood', and promote and incorporate Action for Children's Participation Standards as appropriate to your role.
2. Achieve the highest standards of safeguarding, whether through direct care provision or support activities to the children and young people who come into contact with our services, or by appropriately reporting concerns about any child or young person.
3. Promote our equality and diversity strategy locally, including linking with local equality and diversity frameworks to ensure best practice and to inform and develop appropriate action plans.
4. Demonstrate a willingness and ability to operate within a constantly changing environment and as such work priorities and targets may change.
5. Recognise that management reserves the right to make reasonable changes to the job purpose and accountabilities.
6. Undertake such other duties that occasionally arise, which will always ensure that children across the country have a safe and happy childhood and the foundations they need to thrive.
7. Work with other departments and countries to ensure that Action for Children's values (passionate, ambitious, collaborative and inclusive) are delivered.
8. Be familiar and compliant with health, environmental and safety policies and procedures. In the event of any serious risk, take immediate action to reduce this risk and inform senior management.

Job dimensions:

Number of direct line reports: c.4

Overall staff responsibility: c.4

Income target: £0

Expenditure:£0

Action for Children requires you to demonstrate:

	Essential personal requirements	How we will assess personal requirements (e.g. Application, Interview or Test)
Qualifications	1.	
Experience and training	2. Working within a multi-agency social care, early years or health environment and applying safeguarding procedures 3. Experience of managing cases, in accordance with agreed procedures and completing assessments, planning and reviews to ensure positive outcomes	
Skills/knowledge	4. Ability to keep the child and or young people as the focus and ensure their feelings and wishes are represented in meetings and record keeping 5. Ability to communicate effectively and engagingly and to maintain independent professional relationships, boundaries 6. Working knowledge of an outcome based approach to planning, delivering and reviewing services. 7. Demonstrable prioritizing and organizing skills 8. Producing concise and accurate reports to agreed standards, formats and timelines, which may be used ultimately for formal reviews. 9. Utilizing management systems and databases to record and retain case and other related data, in addition to extract data to inform presentation of reports. 10. Ability to lead, direct and supervise and where necessary to manage and deliver operational services. 11. Demonstrable application of working with a diverse community and promoting the principles of equality 12. Knowledge and practicable application of social care and other related legislation that impacts on the job purpose.	

	13. Ability to undertake home /site visits ensuring compliance with lone working policies and procedures.	
Other attributes (including registration and/or professional membership requirements)	<ol style="list-style-type: none"> 1. Demonstrable evidence of and commitment to continued professional development 2. Ability to effectively utilize Microsoft office packages within a work environment 	

We are family





Our vision

Every child and young person in the country has a safe and happy childhood and the foundations they need to thrive.

Our values

Passionate

We are passionate about all children having a safe and happy childhood.

Ambitious

We are ambitious for children and young people.

Collaborative

We collaborate internally and externally with other organisations to get the best outcomes for children.

Inclusive

We strive to ensure all children are included. We don't ask 'if?'. We ask 'how?'.

We are passionate about giving every child a safe and happy childhood. And we're all in it together. In our family, everyone is welcome. We get together to work hard and find solutions. Sometimes that means having big ambitions. But only by thinking big can we solve big problems.

Our mission

We protect and support children and young people by:

- Providing practical and emotional care and support
- Ensuring their voices are heard
- Campaigning to bring lasting improvements to their lives