

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Community Support Worker |
| HBC Grade: | **HBC 6** |
| Service: | **Children’s Services** |
| Division: | **Children & Families Services** |

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| **Main Purpose of the Role** |
| Contribute to the creation, implementation and review of care plans for children, young people and their families to meet their assessed need. |

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| **Key Duties**  |
| **1** | Act as key worker to a number of children and families, working in partnership with them and any other relevant persons to identify needs and co-ordinate/implement the individual care plans. |
| **2** | Devise, monitor and review plans to the standards identified in the service specification. |
| **3** | Co ordinate and supervise family time between children, young people and their families in line with their individual care plan. |
| **4**  | Liaise and communicate with other agencies, parents and professional staff so that appropriate resources may be identified and mobilised for the benefit of children, young people and their families. |
| **5** | Maintain effective recording systems to enable the preparation of necessary reports to contribute to the care planning process. |
| **6** | Participate in the corporate administration of the service both within the Team/Centre and in the community. |
| **7** | Prepare contact records, life story work and other written evidence of engagement with children, young people and families. |
| **8** | Aware of and comply with the statutory requirements, group policies, equal opportunities and other regulations and procedures. |
| **9** | Identify problems and service deficiencies by the continuous review of the service user needs, by this and make recommendations for improvement so as to contribute to the achievement of the overall service objectives. |
| **10** | Flexibility to be available to work out of hours to meet the demands of the service at times |
| **11** | Contribute to the development of equal opportunities practices within the Team. |
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The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| NVQ Level 3 in Social Care or equivalent.A minimum of 3 GCSE’s or equivalent at grade C or above which includes Maths and English, or demonstrate the appropriate level or skills or experience. |  | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified**  |
| **ESSENTIAL** | Experience of working in a social care setting. | Knowledge of child and adolescent development. | Communication skills with young people and their families. | Application / Interview /Assessment |
| Experience of using information technology. | Knowledge of child care law, guidance and procedures. | Written and verbal skills. | Application / Interview /Assessment |
|  |  | Assessment skills. | Application / Interview /Assessment |
|  |  | Ability to work as a member of a team. | Application / Interview /Assessment |
|  |  | Understanding of accountability and ability to work corporately. | Application / Interview /Assessment |
|  |  | Awareness of importance of multi disciplinary working and integrated approach to service deliver. | Application / Interview /Assessment |
|  |  | Ability to contribute to care planning. | Application / Interview /Assessment |
| **DESIRABLE** | Experience and knowledge of education, employment and training issues for young people  |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Ability to work outside office hours as required Access to a car. |  | Interview / Assessment / Documentation  |
| Ability to travel to and from various locations. |  | Interview / Assessment / Documentation |
| Commitment to own professional development. |  | Interview / Assessment / Documentation |
| Awareness of equal opportunities and ability to demonstrate within the work environment. |  | Interview / Assessment / Documentation |
| Commitment to challenge discrimination. |  | Interview / Assessment / Documentation |
| Commitment to consultation with service users. |  | Interview / Assessment / Documentation |
| Commitment to promote the best interests of the child. |  | Interview / Assessment / Documentation |
| Positively promote customer care. |  | Interview / Assessment / Documentation |

**You must be registered with the General Social Care Council’s requirements. This requirement is being gradually phased in.**

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.