

East Park

Job Description

Job Title:	Support Worker
Responsible to:	Deputy Team Leader
Responsible for:	N/A
Working Environment:	Internal / External
External Contacts:	Various
Date of Last Review:	May 2019

JOB PURPOSE

- To work as part of a team to provide appropriate care and support to children and young people with learning/physical disabilities including autism spectrum disorders within both the residential and school setting
- To undertake Key Worker responsibilities for specific young people
- To safeguard the welfare of the young people while; promoting independence, rights and choice; encouraging new experiences and inclusion; and enabling them to develop socially valued roles

KEY RESPONSIBILITIES

The main responsibilities of the Support Worker are to:-

- Children/Young People
- Parents and Families
- Colleagues
- Organisation
- Statutory Requirements

CHILDREN AND YOUNG PEOPLE

- In the spirit of GIRFEC, to work collaboratively with all relevant individuals, agencies and professionals, with the young person at the centre, to effectively implement any agreed strategies and programmes of support for the benefit of the young person
- To act as part of the team ensuring that the highest possible standard of physical, intellectual, emotional and social care is provided for each child/young person
- To help create a warm, caring, home like environment where each child/young person can grow and develop and to encourage choice and ensure dignity and privacy for the child/young person in their living environment
- To take a child-centred approach and ensure their participation and views are sought in all areas of their daily life and future planning
- To communicate effectively with young people both verbally and using any agreed augmentative systems e.g. PECS, Board Maker, Makaton as indicated in the individual Care Plan
- To support the specific needs of children/young people with autism spectrum disorder and ensure that the environment and activity planning meet these needs
- To promote and maintain appropriate peer and family relationships
- To safeguard and promote the welfare of the young people by cultivating a safer care environment
- To use a risk management approach to keeping children and young people safe and secure in all aspects of their care
- To integrate the principles of equality and diversity into all aspects of your work
- To be aware of the importance of spiritual growth as part of the child/young person's total development and to respect and support the child/young person's and family's beliefs

- To ensure that behaviour support is carried out in accordance with the agreed plan and the relevant East Park policies e.g. Physical Intervention Policy
- To help maximise opportunities and facilitate young people to achieve all they can by making full use of resources
- To plan and organise leisure, play and community activities and to be actively involved in these pursuits
- To support children/young people in school, further education and in health settings as appropriate
- In collaboration with education colleagues, support young people's learning through the 24 hour curriculum
- To care for each person's personal possessions and clothing, encouraging freedom of choice and ensuring young people retain dignity through being dressed appropriately for age/fashion in liaison with their parents/carers
- To assist, as required, in the personal/intimate needs of each child/young person; bathing, washing, dressing and toileting as appropriate
- To respond to medical and dental needs and treatment as required and prescribed by a medical/dental practitioner
- To maintain accurate and appropriate records, effectively complete daily notes and diaries and provide written reports when required
- To write up, implement and participate in reviewing individual young people's Care Plans, Outcomes, and Behaviour Support Plans
- To attend regular review meetings e.g. Looked After Child Reviews, Key Team Meetings, Behaviour Support Meetings etc
- To be responsible for children/young people's monies and to be accountable for keeping records of monies spent i.e. pocket money
- To prepare meals and undertake other domestic tasks (e.g. shopping, ironing) necessary for the running of the house
- To encourage young people to develop life skills by participating with the above tasks as appropriate and subject to risk assessment

AS A KEY WORKER:

- To support the young person with on-going family contact, pocket money, purchases including clothes, care of bedroom, personal belongings and planned activities
- To assist in reviewing and regularly updating the Care Plan and associated documents
- To participate in multi-disciplinary meetings by presenting information about the young person, identifying strengths and areas for development and assisting with the attainment of SMART goals
- With the support and guidance of the Service Co-ordinator / Team Leader, to liaise appropriately with the Lead Professional and Named Person and to present reports and other information at various reviews and meetings including social work reviews, transition meetings, multi-disciplinary and behaviour support meetings

PARENTS AND FAMILIES

- To encourage and facilitate good relationships between the child/young person and their family and friends to maximise opportunities for continued involvement
- To maintain regular contact with parents and other family members and ensure communication meets agreed contact arrangements especially in relation to emergencies, accidents or incidents
- To work in partnership with parents and significant family members, sharing information, knowledge and skills especially in relation to care plans and behavioural strategies
- To maintain professional boundaries with parents and other family members

COLLEAGUES

- To work as a member of a team and be willing to be flexible with one another for the benefit of the children/young people
- To participate in regular team meetings
- To work on a rota basis including day, evening, weekend, sleepover and night duties as required
- To adhere to the SSSC Code of Practice and maintain standards to meet requirements of the Care Inspectorate
- To accept delegated tasks and responsibilities and work within a framework of one's level of skill, experience and qualifications
- To assist colleagues to be valuable members of the team by recognising their level of knowledge, skill and experience and supporting them to develop the competencies required
- To advise Service Co-ordinator / Team Leader / Deputy Team Leader or other line manager of any concerns regarding work practices or performance of staff that may have a detrimental effect on children/young people or other team members
- To support new staff to the team by assisting with their orientation, ensure they have appropriate information about children/young and expectations of work practices
- To keep knowledge and skills up to date with on-going self-directed learning and professional development and to develop and maintain competencies so ensuring professional effectiveness and accountability
- To communicate effectively with colleagues either verbally or using appropriate communication systems

ORGANISATION

- To maintain quality standards of care as set out by the Care Inspectorate and in accordance with SSSC Codes of Practice
- To maintain a safe environment for the children/young people, staff and visitors
- To ensure adherence to fire regulations and to standards of health and safety at work
- To adhere to East Park policies and procedures; be aware of the development of new policies and changes to existing policies as they are updated; and to take responsibility for acquainting oneself with these as appropriate
- To participate in staff training and other staff development activities that will enhance the skills required to carry out roles and tasks
- To participate in flexible working arrangements including night duty, sleepovers and shifts as required by the needs of the young people
- To be familiar with the On-call Information Folder and act appropriately if there are any unusual or unexpected events or emergencies
- To participate in supervision; personal objective setting and performance management programmes as appropriate with the Service Co-ordinator / Team Leader / Deputy Team Leader and/or Care Services Manager
- To manage physical resources including equipment, furniture and soft furnishings, ensure they are used appropriately and maintained in good condition, reporting damaged and broken items to the appropriate person in accordance with the repair/maintenance procedure
- To promote East Park's aims, objectives and values
- To participate in meetings, working parties and committees established to develop or review policies, procedures or initiatives to improve service delivery

MEETING STATUTORY RESPONSIBILITIES

- To maintain standards as defined by the Care Inspectorate, Education Scotland, Scottish Social Services Council, National Autistic Society and CALM Training Services

- To keep accurate records, charts and other documentation as per East Park policy and Care Inspectorate guidance (e.g. medicines, contact sheets, daily notes)
- To report any suspicion of any form of abuse or suspected breach of the East Park Safeguarding Policies for Children and Vulnerable Adults
- To maintain statutory and contractual obligations as an employee of East Park
- To adhere to Health & Safety legislation and a risk management approach to identifying hazards and reducing risks

PROFESSIONAL RESPONSIBILITIES

- To maintain registration with appropriate professional body and adhere to applicable codes of practice and statutory obligations (e.g. SSSC, NMC, CALM)
- To undertake mandatory training as required by East Park and the registering body (HNC, SVQ3)
- To keep personal knowledge and skills up to date as appropriate to the requirements for continued professional development and on-going registration
- It is in the nature of the work of East Park that tasks and responsibilities are in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises that tasks, which are not specifically covered in their job description, have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the staff member's job, the job description will be reviewed in consultation with the member of staff.

GENERAL RESPONSIBILITIES

- Any other duties as directed by the Deputy Team Leader or SMT
- To comply with East Park's Safeguarding policies
- To comply with East Park's Health and Safety policy
- To comply with East Park's Equal Opportunities policy
- To promote Confidentiality as detailed in East Park's Code of Conduct policy
- Promote East Park at all times
- Treat both internal and external colleagues with respect and secure effective working relationships with all colleagues across East Park

East Park Person Specification

JOB TITLE: Support Worker

KEY FACTORS	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Social care qualification or willingness to undertake (SVQ3 / HNC or other SSSC approved equivalent qualification) 	
Work Experience	<ul style="list-style-type: none"> • Experience of working with children/young people who display challenging behaviour • Experience of implementing behaviour support in a consistent manner • Experience of using augmentative and alternative communication tools 	<ul style="list-style-type: none"> • Experience of working with children/young people with physical/learning disabilities, autism spectrum disorder and attachment disorder • Experience of working in a community/residential setting. Experience in education and/or care working environments • Experience of working in a charity
Knowledge	<ul style="list-style-type: none"> • Understanding of children / young people's emotional / physical needs • An awareness of children's rights • An understanding of the roles of a variety of disciplines working with children and young people e.g. social work, health, education • Knowledge of current child care and child protection legislation and practice 	<ul style="list-style-type: none"> • Knowledge of current policy and practice trends in disability and social care • Knowledge of child protection principles
Expertise Skills &	<ul style="list-style-type: none"> • Effective at report writing • Organised approach to work • Caring, friendly, patient, fun and animated • Adaptable and able to communicate at all levels • Clear written and oral presentation skills • Accurate and effective record keeping • Sensitive to the needs of families with a child/young person with learning / physical disabilities / autism and ability to involve their family in care 	<ul style="list-style-type: none"> • Ability to undertake homemaking tasks, i.e., cook, clean, iron • IT skills and knowledge of technology e.g. tablets • Emotional maturity • Ability to work in a team and as an individual • A good understanding of one's own abilities and limitations • Able to cope sensitively and respectfully when assisting young people with personal and physical care

	<ul style="list-style-type: none"> • Able to plan activities, take initiative and follow things through; be inventive of new games and activities • Able to demonstrate appropriate childcare skills with knowledge of how best to meet individual young people's needs • Ability to interact with, play with, chat with, and occupy child/young person in accordance with their ability and age • Able to work co-operatively as part of a team • Ability to plan and manage time effectively • Able to follow procedures and adhere to guidelines • Understanding of safer care and risk management; enable young people to both feel and be safe whilst promoting independence and choice 	<ul style="list-style-type: none"> • Ability to provide a positive role model for young people e.g. through own behaviour • Ability to work with optimism, and realistic expectations • Ability to offer containment and a nurturing approach to young people • Interest or skills in specific activities (e.g. gardening, music, films, swimming, sensory play, pampering, arts and crafts, walking, cycling, trampolining, shopping, cooking, and making tea)
Personal Qualities	<ul style="list-style-type: none"> • Diplomatic, courteous and professional manner when dealing with others • Reflective practitioner • Calmness and emotional resilience when working with young people with challenging behaviour • Positive attitude to professional development, and makes effective use of supervision in relation to this 	<ul style="list-style-type: none"> • A genuine commitment to equality and diversity • Willingness to undertake any necessary training to update skills as and when required
Other	<ul style="list-style-type: none"> • Able to work unsociable hours, including day and night shifts, sleepovers and weekends • Flexibility in work settings – may be required to work at any East Park site • Fit and active; able to sustain energetic and enthusiastic participation, and carry out moving and handling / physical intervention • Commitment to continuous improvement and continued professional development 	<ul style="list-style-type: none"> • Clean driving licence and ability to drive East Park vehicles