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| **Job Description and Person Specification** |  |

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| Job Title: | **Support Worker** |
| Responsible to: | Head of Care / Registered Home Manager |
| Location: | Shropshire/North Wales various locations across company sites based on requirement |
| Salary: | £8.03 - £8.50 (dependent upon qualification and experience level)  Equivalent of £67.50 per night spent sleeping on our premises. |
| Hours: | Shift pattern in line with organisational requirements |

**Purpose**

* Create a welcoming, homely and nurturing environment where young people feel safe and able to reach their full potential
* Encouraging and supporting young people to be part of our community through activities, interests and learning opportunities
* Planning and supporting young people to express their feelings, wishes and hopes for the future
* Support young people with learning disabilities who have complex learning, social, communication and sensory needs.
* Consistently working to young people’s individual My Life plans enabling them to make progress and achieve outcomes agreed.
* Work as part of a team to achieve excellent outcomes for young people
* Utilising opportunities to work on own initiative within the company policy and procedures
* Work professionally and in partnership with families, health, social care and education colleagues, embracing the integrated working model

**Key Activities**

* To act in a manner that is befitting of Bryn Melyn Care as provider of children’s services and in line with the organisation’s values at all times.
* To apply a comprehensive understanding of Bryn Melyn Care’s policies and procedures as an employee and all aspects of working practices.
* To utilise the organisations whistle blowing policy to ensure that poor practice, negligence and dishonesty is dealt with appropriately.
* You will have excellent communication skills, sharing professionally, information relevant to your role and the young people needs
* Support young people with Intermit and personal care in line with their agreed My Plan, including washing, dressing, mealtimes and medication
* Safe administration, storage, recording and disposal of Medication, keeping updated with changes to health needs
* Embracing opportunities provided to develop skills and experience through training & qualifications
* Always act in the best interests of the young people, this includes when experiencing challenging behavioural incident
* Embrace the opportunity to be young people’s Key worker and homes champion, this may include communication, sensory, health and safety along with activities
* Keep up to date accurate records for the young people in line with company procedures , maintaining data protection safeguards at all times.
* Carry out tasks and maintain all relevant records pertaining to fire safety, health & safety and other records as directed by the line manager.
* To develop an understanding of PACE (Playfulness, Acceptance, Curiosity and Empathy) House Model of Therapeutic Parenting and implement this on a daily basis in the care of young people.
* To implement all learning with regard to training – including PRICE (Protecting Rights in a caring environment) on a daily basis.
* To set high standards of home-making and care for the fabric, equipment and grounds of the homes and wider organisation. Ensuring all domestic duties in the home are carried out to the highest possible standard.
* Be mindful of race, culture, language, and religion, to ensure that every young person is treated fairly and as an individual entitled to respect and dignity.
* Take responsibility and be accountable for the homes petty cash and ensure financial systems and processes are followed in line with company procedure.
* With support from your line manager use the home rota to manage your own training commitments and annual leave responsibilities effectively, ensuring that you are proactive and use initiative to ensure that all working hours are used effectively.
* To demonstrate flexibility where practicably possible to support our homes in covering rota’s
* To communicate positively and constructively about the young people, colleagues and organisation at all times.
* You will fully engage with support networks these include supervisions, team meeting and debriefs, along with training opportunities. You will learn and develop yourself to be a reflective practitioner who learns from mistakes along with sharing best practice.
* To act with initiative, accountability and responsibility at all times to assist with functioning of the team, providing leadership, direction and guidance on shift.
* To contribute to other projects, initiatives and recruitment processes in the wider organisation as required.

* Undertake any other reasonable duties as may be required appropriate to the level of the position.

The key activities relevant to this role do not form an inclusive list of expected duties. Post holders are expected to complete all activities related to the achievement of these objectives along with any other activities deems appropriate for the seniority of this position as directed by senior managers.

The Company reserves the right to amend or modify this job description in accordance with the operational needs of the business.

**Person Specification and Assessment Framework**

Our values and behavioural expectations are embedded within all of our roles. Applicants must evidence their values and ability to meet our desired personal qualities throughout the recruitment process. Applicants will be held accountable to these throughout employment and measured against them within the probationary period prior to a full suitability decision being made and applicants being confirmed into post.

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| **Values** |
| Ability to demonstrate, understand and role model work place values at all times.   * Professionalism – in our practice judgements, attitudes and behaviour. * Respect – towards others ensuring a safe, trusting and supportive environment. * Integrity – demonstrating honest and openness. * Determination – and commitment to engage young people and the wider work force in learning experiences. * Excellence – in the pursuit of quality of life and better outcomes for young people. |
| **Personal Qualities** |
| * Energetic, enthusiastic and self-motivated. * Conscientious. * Dependable, organised and structured. * Assertive and confident. * Able to build effective relationships. * Eye for detail. * Good interpersonal/ social skills. * Honest, transparent and not afraid to admit when you have made a mistake or need assistance. * Solution focused. * Innovative and creative. * Able work as part of a team whilst being able additionally to use own initiative. * Respect for confidentiality. * High emotional intelligence. * Personally boundaried. * Good listener and able to use communication skills effectively. * Maintenance of personal and professional integrity. * Do what you say you will. * Relate honestly to young people. * You follow agreed standards in your work and ensure you provide safe and effective service to others. |
| **Knowledge, Skills and Aptitudes** |
| * Develop an understanding of relevant legislations (Children’s Home Regulations 2015, Quality Standards 2015 and Towards a Stable Life, Brighter Future 2002) and how these are reflected in daily working practices. * Experience of working with young people is desirable. * Act with integrity, honesty and child centred practice at all times. * Accommodating approach to work and ability to work shifts and travel flexibly. * An understanding of the impact of abuse, neglect and trauma on children. * An understanding of the challenges faces by looked after children in care. * Ideally have an understanding of how to support children and young people with challenging behaviour. * Understanding of child protection legislation and its purpose. * Understanding of oppression and ability to demonstrate and promote anti-discriminatory practice. * Ability to support staff. * Ability to communicate effectively and promote effective relationships with a range of professionals and young people. * Ability to work well under pressure and to strict deadline. * Ability to effectively multitask and prioritise. * Good written and verbal communication skills. * ‘Can do’, proactive approach to developing inclusive, enabling learning environments. * An organised approach. * Good logical thinking and problem solving ability. * A high level of accuracy and attention to detail. * Ability to work with and without supervision. * Ability to manage own time. * Ability to role model both tangible and intangible behaviours and attitudes in line with organisational objectives. * Ability to develop positive and trusting relationships quickly. * A sound understanding of Microsoft Office components, including knowledge of Excel. * Ability to drive and has use of own vehicle. |
| **Education, Training and Qualifications** |
| * Evidence of essential qualification will be required prior to employment commencing. * Commit to ongoing personal and professional development, ensuring regulatory training is completed and refreshed according. * Basic literacy, maths and computer skills. * Completion of two-week induction programme. * Hold a level 3 Diploma in Caring for Children and Young People or Children and Young Peoples Workforce. If you do not hold this, you will meet timescales for completion of induction booklet and essential Level 3 diploma. * Completion of probationary period. * Develop skills, knowledge and experience in accordance with a personal development plan to develop working practice and set professional goals. * You must be willing to undertake any training or qualifications as deemed necessary by the organisation. |