



PROGRESSIVECARE

Job Description & Person
Specification:

SUPPORT WORKER

Residential Family Assessment



PROGRESSIVECARE

JOB DESCRIPTION: SUPPORT WORKER

Service: Family Services	Responsible to: Unit Manager
Grading: Band A (Level 1-5)	

Summary of Main Duties and Responsibilities

- To create a safe supportive environment for families in line with Safeguarding Policies and Procedures and in line with associated government guidance and legislation
- To ensure family needs are met.

Summary of Main Duties and Responsibilities

Job Specific:

1. To do all you can to safeguard children, young people and vulnerable adults as per the company's policies and procedures, which includes a duty to report anything of concern
2. To be child focused in all work undertaken with families
3. To ensure the implementation of plans and risk assessments
4. To contribute to assessment programmes
5. To maintain written records so that the assessment, plans and other reports can be produced, implemented and monitored by the Social Worker
6. To work as part of a team to ensure the smooth running of the service and also to ensure that the assessment needs of the families are met
7. To key work with individual families
8. To actively promote the rights of families
9. To act as an appropriate adult if required
10. To attend and contribute to any meetings as required
11. To prioritise workload in consultation with senior members of staff
12. To work closely in co-operation with family, social work staff, advocates, specialists and other professional agencies
13. To have an awareness of issues relating to families
14. To undertake routine administrative tasks and provide written reports as and when required
15. To maintain and contribute towards maintaining the accommodation to the highest standards
16. To support families to access and utilise local resources
17. To undertake any emergency, cover due to illness as and when required by the manager

Training and Development

1. To ensure that all mandatory and service specific training is attended and that you actively participate and contribute to any training undertaken

General

1. To respect and maintain the confidentiality of all matters that you learn, including matters relating to customers, service users, members of staff and contractors.
2. To observe the requirements of GDPR (2018), Equality Act (2010) and any other legislations and guidance's which informs and governs business practice.

3.	To act in accordance with accordance with company policies and procedures
4.	To attend for work reliably and punctually

Job Specific Notes

Progression through grading bands

The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.

Flexibility Clause

All staff are expected to work in a flexible way when the occasion arises, ensuring that tasks not specifically covered in their job description are undertaken. These additional duties will normally be comparable with the regular type of work

Issued by the HR Department

Name:	Job Title:
Signature:	Date:

Employee Acceptance

Name:	Date:
Signature:	

PERSON SPECIFICATION: SUPPORT WORKER

Service: Family Services	Responsible to: Unit Manager
Grading: Band A (Level 1-5)	
Progression through grading bands	
The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.	

Values	
1.	Desire to work with families
2.	Empathy towards families who find themselves within an assessment setting
3.	A commitment to safeguarding and protecting vulnerable adults and children

Knowledge and Experience		
Experience	Minimal Experience however demonstrate a desire to work with families	Level One
	1 years' experience within a similar role	Level Two
	2 years' experience within a similar role OR holds a health and social care qualification	Level Three
	3 years' + experience within a similar role OR holds a health and social care qualification	Level Four - Five
Knowledge	A general knowledge of families and issues that affect them	Level One - Five
	An awareness of equal opportunities and actions or situations that may be considered as discriminatory	

Qualifications and Training		
Qualifications	A willingness to complete the relevant Level 3 diploma (within two years of commencement)	Level One - Four
	Relevant Qualification	Level Three - Four
	Qualified level 3 (or equivalent)	Level Five
Training	A willingness and commitment to undertake regular training relevant to the job role	Level One - Five
	Ability to demonstrate a commitment to professional development	Level One - Five

Skills and Abilities	
1.	Ability to communicate clearly, both written and verbal
2.	Ability to respond effectively to information shared within a team environment
3.	Ability to form appropriate, professional and positive relationships
4.	Evidences and applies de-escalation/conflict management techniques appropriately

5.	Good, clear recording and report writing skills including use of IT systems
6.	Understands the key components of record keeping
7.	Good understanding confidentiality and GDPR
8.	Able to read and comply with relevant care plans, risk assessments and management strategies
9.	A good understanding and ability to meet the needs of families with respect to their race, religion, culture and sexuality
10.	Advocates equal opportunities and actions or situations that may be considered as discriminatory
11.	Demonstrates a good understanding of family assessment/residential and their purpose
12.	Demonstrates empathy towards families that are placed within services
13.	Ability to work effectively as part of a team
14.	Ability to attend for work reliably and punctually
15.	Ability to work in accordance with a rolling rota, including working nights, weekends sleep-ins and bank holidays
16.	To be able to plan own work and prioritise tasks, and work to set timescales
17.	To attend and contribute to team meetings

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