# SUPPORT WORKER

# For Children and Young People with Complex needs

**Job Description**

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| **Job title:**  | Support Worker for Children and Young People with Complex needs |
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| **Location:**  | Support Worker will work in the child’s home or in person in the local community |
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| **Day to day responsibility:**  | Care Manager |
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| **Responsible to:** | Operational / Registered Manager |
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| **Working hours:** | To be agreed |

## Overall aims of the post

* To actively participate in the operational delivery of good quality support and care provision for children and young people with learning disabilities and complex needs, in the Carmarthenshire area.
* To provide stimulating activities, engaging with children in a safe and friendly environment.
* Build and maintain trust with the children and young people we support, whilst promoting their rights, interests, and dignity.

**Main Duties and Responsibilities**

1. Provide 1:1 and group support to children and young people with disabilities.
2. Facilitate inclusion of the child into community settings.
3. Support young people to identify and design activities which challenge and develop their social interaction skills.
4. To support and encourage children & young people to achieve their goals.
5. To keep accurate records, maintain confidentiality and follow policy and procedures of Carers Trust Crossroads West Wales.
6. Be aware of and be sensitive to issues around disability and discrimination and challenge any discriminatory behaviour.
7. To report to parents on the activities of their children.
8. To participate in supervision, evaluation and appraisal meetings.
9. To advise senior staff and record any incidents or accidents.
10. To keep up to date with SSSC training requirements.
11. To undertake any other duties as identified and agreed with the Manager.

### Health and Safety

1. To implement, operate and maintain safe systems of work in accordance with Carers Trust Crossroads West Wales policies, procedures and guidance, training and associated risk assessments.
2. To report to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities).

### General

* To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
* To work at all times within the philosophy and policies of Carers Trust Crossroads West Wales.
* To comply with the Health & Safety at Work Act 1974 and with Carers Trust Crossroads West Wales policy, paying particular attention to the reporting of dangerous situations.
* To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times.
* To comply with the Code of Conduct.
* To undertake any other duties that may be considered commensurate with the level of the post and that are set out in the care plan.

# Person Specification

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| **Essential** | **Desirable** |
| **Experience*** Relevant experience of individual and/or group work with children with learning disabilities and complex care needs.
 | * First aid experience/training.
* Experience of working with families.
* Experience of providing care.
* Experience of working with vulnerable adults and / or children.
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| **Qualifications*** Commitment to undertake Health and Social Care Diploma level 2 within two years of appointment.
 | * Health and Social Care NVQs level 2 or 3 / Health and Social Care Diploma level 2 or 3.
* Relevant qualifications.
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| **Skills and abilities*** Good oral and written communication skills.
* Ability to take responsibly and work on own initiative.
* Good record-keeping skills.
* Ability to listen and respond to children and young people effectively.
* Able to develop good working relationships with carers and people with care needs while maintaining appropriate personal boundaries.
* Able to work independently and take initiative while working within Crossroads Care policies, procedures, guidance.
* Able to demonstrate a caring and compassionate nature.
* Able to demonstrate good verbal and written communication skills.
 | * An ability to challenge discrimination in community settings.
* An understanding of the impact of discrimination on individuals and their families.
* Ability to communicate effectively and constructively with other professionals.
* Good report writing skills.
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| **Knowledge*** Understanding of the importance of confidentiality.
 | * Understanding of the needs of family carers
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| **Others*** To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
* Able to work in the area covered in a time and cost-effective manner.
* Drivers will only be permitted to carry service users if they have held a driving licence for at least one year and have no more than six points on their license.
* Access to a car with business insurance.
* Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.
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