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| **Position :** Support Worker | **Reports to:**  | Unit Manager |
| **Department:** Operations | **Location/Site:**  |  |

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|  | **Essential** | **Desirable** |
| **Qualifications and Experience** | * Experience of working with young people up to the age of 18 and/ or experience in youth work
* Educated to GCSE level or above
* Experience of working in
* partnership with a range of
* different agencies
* Willing to work towards relevant NVQ Level 3 award within an agreed timescale.
 | * A relevant social care qualification eg NVQ Health and Social Care (Children and Young People), Social Work, Teaching, Youth Work
* Experience of working with

Young people with complex support needs* Experience of working with people with emotional or behavioural difficulties.
* Experience of working with parents of young people.
* Experience of working within a multicultural setting.
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| **Knowledge and Expertise** | * Knowledge and understanding of the difficulties facing young.
* people who are vulnerable and their needs.
* An understanding of relevant legislation relating to the care of young people.
 | * Awareness of childcare legislation, guidance and procedures.
* Knowledge of best practice in

Safeguarding Children and Child Protection procedures. |
| **Skills** | * Team working
* Excellent verbal communication skills
* Good written communication skills
* Accurate record keeping and report writing skills
* Mediation skills
* Negotiation skills
* IT literate. Able to use Microsoft Office.
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| **Personal Attributes** | * Committed to equality of opportunity and understanding of diversity issues
* To have an awareness of Health & Safety
* To have an awareness of Risk Management
* An ability to cope with people who display challenging behaviour
* An ability to find creative solutions to problems
* Commitment to own professional development and training.
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| **Disposition** | * Ability to be able to deal with situations as they occur including emergencies.
* Be able to bring some social/life skills to the position
 | * Calm in stressful situations
* Ability to manage conflict effectively and in a calm manner as to diffuse the situation.
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| **Special Requirements** | * Be able to work on own initiative as well as in a team.
* Willingness to work flexibly, in order to meet the ongoing and changing needs of the service provision.
* Drive and passion to make a difference to the lives of young people.
* Reliable and trustworthy
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