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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. |
| **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. |  |
| **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. |  |
| **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. |
| **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 |  |