

**JOB TITLE:** Support Worker 2

**REPORTS TO:** Support Worker 3 or 4

**DEPARTMENT:** Children's Services

**JOB FAMILY:** Social Care

**HOW THIS JOB ALWAYS SHOWS HOW ACTION FOR CHILDREN WORKS**

By providing support to children, young people and families by agreeing and directly delivering interventions, with appropriate direction, which enable positive and agreed outcomes to be achieved, in accordance with organisational policies, procedures and regulatory requirements

**BY DOING WHAT'S RIGHT FOR CHILDREN. DO WHAT'S NEEDED, AND DOING WHAT WORKS**

1. By providing a high quality service to children, young people and their families, based on an assessment of need and is outcomes driven.
2. By delivering interventions to children, young people or families on a 1:1 basis or in a group setting, with appropriate direction.
3. By maintaining effective working relationships and channels of communications with colleagues and with children, young people and families and where necessary encourage and promote involvement to achieve positive outcomes
4. By being alert to child protection and safeguarding issues and inform appropriate line managers of concerns in line with safeguarding policies and procedures
5. By attending and actively participating in relevant multi-agency meetings.
6. By being responsible for organising achievement of work objectives on a daily basis, including both pre and forward planning.
7. By retaining accurate and contemporaneous records, using various IT systems to capture case details, outputs and outcomes as necessary and to produce written reports and present these as necessary.
8. By guiding or directing colleagues and volunteers where necessary.
9. By ensuring familiarity and compliance with relevant Action for Children policies and procedures

**WHAT YOU NEED TO DEMONSTRATE TO DO WHAT'S RIGHT FOR CHILDREN, DO WHAT'S NEEDED, AND DO WHAT WORKS**

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**WHAT WE REQUIRE FROM ALL OUR STAFF TO DO WHAT'S RIGHT FOR CHILDREN, DO WHAT'S NEEDED, AND DO WHAT WORKS**

1. Action for Children operates within a constantly changing environment and as such work priorities and targets may change. Management reserves the right to make reasonable changes to the job purpose and accountabilities.
2. Such other duties that occasionally arise, which fall within the purpose of the post
3. Promote Equality and Diversity strategy locally including linking with local equality and diversity frameworks to ensure promotion of best practice and to inform and develop appropriate action plans
4. To work cross functionally with other departments and countries to ensure that Action for Children's Values are achieved.
5. To familiarise and comply with Health, Safety and Environmental policies and procedures. In the event of any serious risk, take immediate action to reduce this risk and inform senior management.
6. Achieving the highest standards of safeguarding, whether through direct care provision or support activities to the children and young people who come into contact with our services, or by appropriately reporting concerns about any child or young person.
7. To commit to Action for Children's defining statement, 'keeping the child at the centre', and to promote and incorporate Action for Children's Participation Strategy as appropriate to your role.

**Key contacts Internal**

**Key Contacts External**

**JOB DIMENSIONS**

**Non-Financial: N/A**

Number of direct line reports:

Overall staff responsibility:

Other:

**Financial N/A**

Income target:

Expenditure budget:

Other: