

Job title	Support Worker	Job family	Education
Reporting to	Head of Care/Education	Job code	EDC/001
Location	Various across division	Evaluation Date	TBC

Main Purpose

Roles within the Education & Care job family are dedicated to ensuring children, young person's/adults are safe and healthy and able to make a positive contribution and realise their full potential through enjoyment, achievement and economic well being.

Key Accountabilities

Quality

1. Contribute to the effective implementation of individual programmes by supporting the teaching and learning, social and independence activities and experiences, which enhance the learning and development of Learners and Young People.
2. Manages the well-being and behaviour of Learners and Young People ensuring any significant behavioural or physical occurrences are promptly addressed and reported, referring to a senior member of staff as appropriate.
3. Assists senior staff with the compilation of care and learning plans. Prepares incident and other reports and updates daily records and logs as required.
4. Maintains professional relationships whilst developing a good rapport with students, pupils, colleagues, visitors and other stakeholders.
5. Through own professional behaviour, including adhering to policies and procedures, contributes to the maintenance of safety, security and confidentiality standards.

Innovation

6. Adapts newly proven techniques within registered home.

Value

7. Ensures young people who use our services are getting value for their money.

Knowledge & Skills

QCF level 3 Diploma in relevant care/children & young people related area or equivalent or higher recognised qualification.

N.B. It is not anticipated that all new recruits to the role will have QCF Level 3 qualification but will commence the attainment process within six months of joining and will have a specific time period in which to qualify.

Experience

Likely previous general work experience which will assist in supporting the educational and social development of children or young people with special needs.

Autonomy & Impact

The nature of the work involves a combination of directed activities within established procedures and situations requiring flexibility, organisational and negotiating skills dealing with students/pupils in one to one situation away from immediate colleague/management support. Unusual, complex or difficult situations are addressed and reported, referring to a senior colleague as appropriate.

Intelligent Problem Solving

The role involves a combination of well-defined duties with ready access to senior staff, as well as situations where lone working requires flexibility, resourcefulness and immediate problem solving and decision-making.

Responsibility

Staff

Provides advice and guidance to less experienced staff undertaking similar duties

Budgets & equipment

Responsible for the correct handling of petty cash and appropriate expenditure of learners and young peoples' allowances and administration of medication in accordance with policy and procedure where applicable and as required. Collective responsibility for the care and security of equipment and consumables on site.

Informatics

Responsibility for the accuracy, security and confidentiality of student/pupil records.

Communication & Interaction

Communication and personal interaction is a key feature of this role, which provides personal support and guidance to Learners and Young People both within an educational and care environment. This may include more extensive pastoral support. Coaching, observational and listening skills, are essential for monitoring, supporting and assessing academic, social and emotional development.

Working environment

The educational and social challenges experienced by students and pupils may, at times, give rise to unusual or anti-social behaviour which can be very emotionally and physically demanding.

Special Features

The role holder will be expected to undergo certified training and refresher courses in a range of areas including Child Protection, Physical Intervention, Behavioural Management, first aid, fire prevention and Health & Safety at Work and other specialist training related to the location.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	2	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services