

Job Description

Job title	Senior Support Worker / Team Leader	Job family	Education & Children's Services
Reporting to	Registered Manager	Job code	
Location		Evaluation Date	

Job Purpose

"Make a Difference to Young People"

Supports the effective delivery of education, care and independence programmes for Learners and Young People through the effective supervision of Support Workers, ensuring that facilities comply with statutory regulations and quality standards

Key focus on

- Safety
- Providing a quality service to the young people
- Ensuring financial sustainability appropriate to the job role

Responsibilities

Quality

1. Supervises 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, including sensitive pastoral situations, dealing with immediate issues on own shift and within own team ensuring outcomes are appropriately followed up and reported, referring significant occurrences to senior staff through agreed channels as appropriate.
3. Support staff in own team to maintain effective professional relationships with students/pupils, parents, colleagues, outside agencies and other professionals referring any issues to senior staff as appropriate.
4. Acting as a positive role model, provide effective supervision and guidance for own team contributing to their performance and professional development.
5. Inputs into development of local procedures and supervises staff in own team to ensure all actions comply with policy and procedure and are in line with regulatory, statutory and compliance requirements and meet quality standards.

Innovation

<p>6. Adapts newly proven techniques within registered home</p> <p>Value</p> <p>7. Ensures young people who use our services are getting value for their money</p>

<p>Knowledge / Education / Skills</p> <p>QCF level 3 Diploma in relevant care/children & young people related area or equivalent or higher recognised qualification.</p>

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

<p>Responsibility</p> <p>Staff The role requires supervision and support of a number of staff on a shift as well as supporting the delivery of education and care plans. The role holder will also make a significant personal contribution to the overall development of Learners and Young People ensuring day to day issues and incidents are appropriately resolved and reported according to policy and procedures referring more complex and serious matters to senior management as appropriate.</p> <p>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.</p> <p>Informatics Responsibility for the accuracy, security and confidentiality of student/pupil records.</p> <p>Other 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</p>
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Working Environment

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

Upholding the Company Behaviours	
Demonstrate in this section how the role will evidence and support the Company Behaviours	
Behaviour	Responsibility to evidence
Putting People First	Management <ul style="list-style-type: none"> Analytical Delivers a compliant and quality driven service environment Solution focussed Risk aware Innovative Engaged Willing to Learn
Being a Family	Leadership <ul style="list-style-type: none"> Motivational Accountable Outcomes driven Inspirational Takes Ownership
Acting with Integrity	Values <ul style="list-style-type: none"> Respecting others Awareness of Culture Trustworthy Belief High expectations Openness
Being Positive	Emotional <ul style="list-style-type: none"> Resilient Empathetic Reflective Confident Self Aware Determined
Striving for Excellence	Vision <ul style="list-style-type: none"> Aspires to excellence Desires continuous improvement Clarity of thought and expression Focussed Aspirational Is clear about and can communicate the "vision" Wants to leave a legacy Committed to excellence

Please note that you may be expected to undertake other duties and responsibilities as appropriate to the role.