

Job Description

Job Title Support Worker

Level 8

Service Health and Social Care Partnership

Job Purpose

To work as part of a team in the provision of family support services to vulnerable families and children in need.

Date: 8 January 2018



Post Responsibilities:

Establish and maintain professional relationships with service users, families, carers and other professionals to promote outcome focussed practice.

To provide individual/group support and advice to adults and children within families as part of an agreed care plan.

Undertake assessments of need and provide targeted interventions to children and families to reduce escalation of concern and needs in line with GIRFEC principles.

Provide written and verbal reports reflecting the assessed needs of a child and family to the identified multi agency or single agency forum as directed.

Undertake reviews of services and care plans for children as directed in order to ensure children and their families service needs are reviewed as directed.

Ensure assessed needs are reflected in supports and services delivered as part of the reviewing task
Work as part of a team when assessing the needs of children in care and contribute to the assessment of parenting to inform permanency decisions.

In addition to practical support and guidance to children and families engage actively based on analysis of need to work in partnership to bring about change.

Recognise and appropriately report concerns about the wellbeing of all vulnerable group
Record all work in accordance with departmental policies and procedures including preparing and relevant documentation for case reviews or performance management purposes.

Ability to work on own initiative and deliver and review services independently of lead professionals to meet eligibility levels of low and medium need as defined within children and families eligibility criteria.

Communicate effectively and using own initiative to intervene appropriately in the lives of vulnerable children and families.

Demonstrate genuine empathy and skills for vulnerable people and ability to adapt communication styles appropriate to the child's and family's needs.

Demonstrate an ability to meet standards of performance and undertake training under the councils core competency framework and the Children and Families Service Core training Framework.

To promote and maintain an environment which is conducive to the physical, emotional and social needs of children and their families and to develop and maintain effective working relationships across the Partnership and with external agencies that supports the standards of service expected.

To assess, plan and implement appropriate intervention strategies in relation to families and individuals.
To assist in the development of action plans and their review for a child or young person including within an appropriate group work support setting within schools and/or a community base.

To support the maintenance of appropriate records via an appropriate medium and operate electronic systems which support the service to deliver an efficient and effective service for their designated area.



To promote a positive performance culture across the service ensuring continued professional development via participation in on-going training as directed for the maintenance and development of relevant skills for the proper delivery of the duties of Children and Families Support Worker.

Possession of:

SVQ 2 in Social Care or equivalent and/or relevant experience and ability to work towards attaining an SVQ 3 in Social Care or equivalent and ability to meet current and future registration requirements of the role.

Meet the standards of performance required under South Ayrshire Council's Competency Framework.

Substantiated ability to:

Communicate effectively using both written and verbal forms of communication.

Must be able to demonstrate experience in working with vulnerable and challenging groups and the ability to deal with diverse situations.

Meet the standards required under the Values and Behaviours of South Ayrshire Council.

Demonstrable experience of:

Previous experience of working in a customer-focused environment.

Genuine empathy and concern for vulnerable people and the ability to adapt communication skills as appropriate to the person.

Good written and verbal communication skills

Must be able to demonstrate an ability to work on own initiative but also part of a team

Must have initiative, personal drive and be flexible

Ability to work to tight timescales and remain calm under pressure

Must be able to demonstrate a high level of discretion

Good computer and ICT skills

Applicant must be able to recognise and report concerns about the well-being of children and vulnerable people



Proven Technical Understanding of:

Good computer and ICT skills

In terms of the Protection of Vulnerable Groups (Scotland) Act 2007, this post is designated as Regulated Work. Consequently, in order to undertake the duties of this post, you must hold Membership of the Protecting Vulnerable Groups (PVG) Scheme.

If you are charged with any offence, or are involved in any activity which may have implications for your membership of the PVG Scheme, you must immediately notify your Line Manager.

Applicants must be able to recognise and report concerns about the wellbeing of children and vulnerable service users and be able to maintain appropriate professional relationships with service users

