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Job Description: Children’s Support Worker

Location: Westborough Road

Reporting to: Registered Manager

Job Overview

We believe every young person has the capacity for growth, change, and achievement. Our goal is to empower each child with the skills to manage risk, build resilience, and develop the confidence to make positive choices for their futures.

We adopt a trauma-informed, relationship-based approach, creating a safe and nurturing environment where children and young people can explore, understand, and strengthen their emotional and behavioural wellbeing. Through respect, positive reinforcement, and role modelling, we encourage pro-social behaviour, problem-solving, and life skills to prepare our young people for stability beyond our homes.

Main Purpose of the role

To support the Children’s Division senior management team, including the Registered Manager, Operations Manager, Regional Director, and Division Director, in the effective delivery of all aspects of our services, in line with the Children’s Homes (England) Regulations 2015, the Quality Standards, and the Social Care Common Inspection Framework (SCCIF).

All colleagues are expected to work collaboratively across departments and divisions, engaging constructively with shared services and external agencies encountered in the course of their duties.

The role is committed to providing a high-quality, needs-led service to children and young people by embracing a person-centred approach. This includes fostering self-awareness, encouraging personal growth, and empowering each individual we support to have a strong voice in decisions affecting their lives and lifestyle choices.

**Main Duties and Job Responsibilities**

As a **Support Worker**, you’ll play a vital role in the daily lives of the young people in our care. You’ll provide stability, encouragement, and guidance, ensuring their needs are met while helping them achieve their goals.

Your responsibilities will include:

* To follow our policies and procedures to ensure the safety and wellbeing of all.
* To support children and young people with complex health, physical, and learning needs in a children’s home setting.
* To assist with daily routines, personal care, and promoting independence.
* To encourage participation in social, recreational, and educational activities, including evenings and weekends.
* To build strong, trusting relationships through positive role modelling.
* To act as a key worker and undertake key working responsibilities, supporting individual children with personal outcomes and development plans.
* To liaise effectively with colleagues, families, schools, social workers, and healthcare professionals.
* To attend and contribute to handovers, meetings, and planning sessions.
* To maintain accurate records, reports, and professional communication with stakeholders.
* To support the upkeep of a safe, tidy, and welcoming home environment.
* To undertake sleep-in shifts and being flexible to the needs of the service.
* To identify, assess, and report risks proactively to safeguard our children and young people.
* To ensure that our policies and procedures related to the running of the children’s home are adhered to.
* To work and comply with financial systems in line with our policies, procedures and guidelines.
* To participate in devising and follow each individual we support care plan.
* To ensure the personal developmental targets identified in Individual Health, Care and Education Plans, CLAC Care Plans are addressed, assessed and tracked.
* To participate in both informal and formal supervision and appraisal.
* To work with the home care management team, to produce action plans following self-assessment, independent service reviews and Ofsted inspections.

Health and Safety

* To evaluate the risks of, and to protect, the individuals we support from threats to their health and welfare.
* To ensure the premises are kept safe, clean and hygienic throughout.
* To maintain high standards of safety and observe good practice in relation to health and safety issues, including the safe handling and administration of medicines and first aid.
* At all times work within H&S policy and procedures.

Partnership Working:

* To create and develop links between the homes and with the day and night teams in the children’s division.
* Celebrate and share success with the individuals we support, colleagues, social workers and parents/legal guardians.

Equality and Diversity:

* Ensure equality in the workplace regardless of race, age, disability, gender, sexual orientation or religious belief.
* Support young people we support and colleagues to express their individuality and uniqueness in all areas of life.

Safeguarding and Child Care:

* Promote and implement safeguarding, child protection, and health and safety policies across the home.
* Ensure children’s individual care plans, key working, and personalised outcomes are implemented effectively.
* Model trauma-informed approaches and positive behaviour management techniques to staff.
* Contribute to risk assessments, behaviour management plans, and safeguarding strategies.
* Ensure adherence to regulatory standards and our policies and procedures.
* Participate in audits, inspections, and quality assurance processes.

General:

* To act as an ambassador for us representing the organisation where necessary at events and meetings.
* To undertake ongoing continued professional development and attend training events.
* To uphold our values.
* To undertake such duties and responsibilities reasonably consistent with the role as may be required from time to time by the Registered Manager, Operations Manager, Regional Director and the Divisional Director.

**Trauma-Informed Practice**

We are committed to embedding trauma-informed care across our homes. As a Support Worker, you will:

* Recognise the impact of trauma, adversity, and attachment difficulties on behaviour, development, and wellbeing.
* Approach all interactions with empathy, patience, and understanding, ensuring young people feel safe, valued, and respected.
* Use de-escalation strategies and emotionally attuned responses to manage challenging situations.
* Support young people to build resilience, coping skills, and positive relationships.
* Work in a reflective and collaborative way, recognising how your own responses and actions contribute to creating a healing environment.
* Actively participate in supervision, training, and development to deepen your understanding of trauma-informed practice.

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process, and we would aim to reach agreement to the changes.

This job description should not be seen as all encompassing, and the post holder will be expected to undertake any other responsibilities appropriate to the post as identified by the company.

**Our Values**

* **Supportive**: Promoting opportunities for everyone so they can reach their full potential.
* **Ambitious**: Providing the best possible outcomes for the people who use our services.
* **Loyal**: Putting the people we support and our staff at the centre of everything we do, and delivering on our promises.
* **Unique**: Offering diverse and innovative services without compromising quality.
* **Transparent**: Being open, honest, and fostering a culture of mutual respect and continuous improvement.
* **Engaging**: Working in partnership with the people we support, our staff, and all stakeholders.
* **Meaningful**: Encouraging everyone to live aspirational, fulfilling lives.

**Job Specification – Children’s Support Worker**

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| **Requirement** | **Essential** | **Desirable** | **Testing Method** |
| 1. Qualifications & Training | Commitment to achieving a Level 3 or Level 4 Diploma in Residential Childcare or Health and Social Care (or equivalent) within agreed timescales  Willingness to undertake induction, mandatory training (including safeguarding), and continuous professional development  Understanding of safeguarding principles and commitment to promoting the welfare of children and young people | Commitment to achieving a Level 3 or Level 4 Diploma in Residential Childcare or Health and Social Care (or equivalent)  Training in de-escalation, positive behaviour support, or trauma-informed practice  First Aid training | Certificate  Application form  Interview question and answers |
| 2. Experience | Experience of working with children or young people (in any setting such as care, education, youth work, or voluntary work)  Experience of working as part of a team | Experience of working with children or young people (in any setting such as care, education, youth work, or voluntary work)  Experience of specific conditions e.g. ASD, ADHD, Neurodiversity, learning disability and complex behaviour | Application form  Interview questions and answers |
| 3. Knowledge, Skills and Understanding | IT literate word and email  An understanding of Equality and Diversity  Awareness of the impact of trauma, attachment, and adverse childhood experiences on behaviour and development.  Awareness of equality, diversity, and inclusion in practice.  Knowledge of safe working practices, health and safety, and risk management. | Experience contributing to care planning, risk assessments, or key working  Understanding of legislation, regulatory standards and inspection frameworks for children’s homes e.g. - Health and Safety at Work Act 1974, Human Rights Act, Health and Social Care Act 2008, Equality Act 2010, Care Standards Act 2000, Children and Families Act 2014, Working Together to Safeguard Children (Statutory Guidance), Employment Rights Act 1996, Children Act 1989 & Children Act 2004  Children’s Homes (England) Regulations 2015 including the Quality Standards, SCCIF,  Data Protection Act 2018 & UK GDPR | Application form  Interview questions and answers |
| 4. Competence (Skills & Abilities) | Reliable, responsible, and committed to safeguarding and protecting children  Organisational skills  Ability to prioritise work  Ability to deal effectively crises/emergencies  Resilient, adaptable, and able to manage emotionally challenging situations  Ability to remain calm and professional under pressure, using de-escalation and problem-solving skills effectively.  Ability to build trusting, positive relationships with children and young people  Strong communication skills (verbal and written)  Ability to work flexibly, including evenings, weekends, and sleep-ins  Confident in using IT systems for recording and reporting. | Ability to contribute to team development and support colleagues  Ability to act as a positive role model and mentor for young people  Knowledge of child development, attachment theory, and behaviour management approaches | Application form  Interview questions and answers |
| 5. Personal  Qualities | Compassionate, empathetic, and respectful approach  Ability to work in a way which reflects our values.  Work practice which encompasses equal opportunities  Ability to work under pressure while recognising it in self and others | Reflective and open to feedback, with a commitment  Team player who supports colleagues and contributes to a positive workplace culture | Application form  Interview questions and answers |
| 6. Other | Able to work flexibly  ongoing personal and professional growth | Clean Full UK driving licence with willingness to drive company vehicle | Application form  Interview questions and answers |