Job Description

Support Worker

Reports to: House Manager
Work location: Within any of our homes as directed by the Service Manager

Job Summary

Working at part of the team, to provide consistent high quality care for young people, and maintain a high standard of individual practice consistent with Supported Accommodation (England) Regulations 2023.

Key Responsibilities

- Work in a positive, respectful and empowering way with all young people in order to promote good relationships and encourage achievement.
- Consistently and proactively ensure the therapeutic care of young people.
- Provide a positive role model and maintain high professional standards at all times.
- To ensure that areas of risks are appropriately managed and documented when you are the responsible member of staff on shift
- Maintain appropriate routines, limits and boundaries for the young people.
- Adhere to your duty of care and ensure safeguarding concerns are reported to your line manager and responded to accordingly.
- Agree goals and outcomes with young people and review these regularly
- Lone working and shift leading
- Act as key worker to a particular young person in order to provide support and ensure the implementation of their individual care plan.
- Attend child care reviews and contribute to the assessment and care planning process.
- Contribute to the development of daily programmes and individual/group plans.
- Interact on an individual and group basis with all young people.
- Ensure high standards of safe working practices are adhered to at all times.
- Actively participate in social, recreational and educational activities with the young people.
- Participate in and encourage the participation of the young people in the domestic tasks of the home in order to develop the self-care skills.
- Take an active interest in each young person's educational development, career aspirations and achievements.
- Remain informed about educational matters and contribute to the development of educational opportunities inherent in the home.

- Maintain all necessary records in a timely manner and to a high standard.
- Liaise and collaborate positively with parents and partner agencies to ensure that the best interests of the young people are respected and promoted at all times.
- Follow cleaning rota and maintain high physical standards both internally and externally of property

General

- Demonstrate an ongoing commitment to continuous professional development.
- Attend all mandatory training events in accordance with regulatory requirements and Company policy
- Understanding policies and procedures, remaining up to date
- Work in accordance with your job description/contract of employment and any policies and guidelines of Crystal Care Solutions
- Maintain a professional profile outside of work and not engage in any activity or conversation that may bring the company into disrepute
- Keep up to date with the latest (developments/research/practice) in respect of the post holders area of work
- Improve post holders own performance of the role on a year on year basis, including participation in any performance appraisal system.
- Produce and agree a personal development plan
- Attend and contribute towards team meetings.
- Sharing and storing information appropriately in-line with confidentiality and the General Data Protection Regulation and Data Protection Act.
- Undertake other duties appropriate to the post and the needs of the organisation in order to develop and maintain quality service

Key Competancies

- Ability to maintain and develop positive relationships with children, professionals and colleagues
- Resilience, motivation and ability to adapt to challenging situations – essential
- Remain inclusive to all children and young people and be committed to upholding and protecting the rights of individuals
- Confident in using Microsoft Office including outlook, word, excel or willing to learn
- Ability to act as a positive role model demonstrating honesty and integrity
- Excellent written and verbal communication
- Ability to work shifts including weekend and sleep ins
- Flexibility around work location and start/finish times to ensure the contingencies of the service are covered.

- Ability to work under pressure

Qualifications and Compliance

- Hold a full UK Driving Licence and carry out driving duties to meet needs of the children and young people
- Enhanced DBS Certificate with child and adult barred list check
- Level 3, or equivalent, or commitment to complete this
- Must maintain own vehicle in clean, roadworthy condition with current tax and MOT certificate and ensure business insurance is in place to ensure the safe transporting of children and young people.