



## **Job profile**

### **Support Worker**

### **Grade H**

**Group:** Care Wellbeing & Learning  
**Service:** educationGateshead  
**Location:** Dryden Centre  
**Line Manager:** Deputy Head Virtual School  
**Car User Status:** Casual

#### **Job Purpose**

To provide support for children in care of the local authority to help overcome any barriers to learning so that they achieve their potential. This post is an important new development in improving the engagement and progress of our young people and as such the successful candidate will have an opportunity to innovate.

#### **The key roles of this post will include:**

1. Provide practical, personal and emotional support to enable children to meet their potential by promoting their health, physical, emotional and educational development.
2. Work flexibly to offer this support schools, carers and the young people.
3. Deliver support such as counselling, in class support and individual programmes to meet individual needs.
4. Establish and maintain good professional relationships with LAC pupils and their families/carers demonstrating consistency and trustworthiness.
5. Identify relevant focus of support by monitoring the attendance, attainment and progress of LAC pupils in the service.
6. To support child protection and safeguarding procedures to the highest possible standards to include:
  - a. Reporting concerns to the designated person and other agencies in an appropriate manner.
  - b. Maintaining suitable records.
  - c. Liaising with social care staff and, where relevant, other agencies.
7. Attend relevant multi-agency meetings to represent the service.
8. Be able to act as Lead Professional in CAF/TAF processes where necessary for LAC pupils.
9. Apply strategies to maintain high levels of attendance and engagement of LAC pupils.
10. Assist in coordinating work and communication between different staff in REALAC and other agencies so children's needs are met effectively, including attending weekly REALAC team meetings.



11. Prepare reports on individual students as required for meetings, CP conferences, PEP reviews, etc following liaison with teaching and support staff.
12. Carry out such other duties commensurate with the grading of the post as directed by the Headteacher in consultation with the postholder.



## Knowledge & Qualifications

### Essential:

#### Knowledge

- Understanding of the barriers often faced by looked after children and young people in general.
- Knowledge of the emotional, psychological and cognitive development of children and adolescents.
- Knowledge and experience of counselling young people.
- Understanding of child protection and safeguarding procedures.
- Understanding the need to maintain appropriate professional boundaries whilst being approachable and supportive.
- Ability to communicate with young people, families and different professionals
- Able to deliver programmes that support counselling and well-being
- Ability to remain calm and optimistic in the face of considerable challenge
- Effective ICT skills (Word, Excel, database management)
- Good organisation, planning and record keeping skills

#### Experience

- Working with children and young people in educational or social care settings
- Working with challenging children and young people
- Working in multi-disciplinary teams

#### Qualifications

- Good literacy and numeracy qualifications to at least Level 2
- A relevant Level 3 qualification in social care, or educational, or supporting children and young people

#### Other

- Have access to a car with current valid driving licence and appropriate insurance

### Desirable:

- Continuing Professional Development demonstrating a good knowledge of issues in the field of children and young people
- Counselling qualification
- HND or degree in a related area



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences