

Northumberland County Council
JOB DESCRIPTION

Post Title: Accommodation Support Worker		Director/Service/Sector:		Office Use	
Band: 6		Workplace: Your normal place of work will be Northumbria House, Cramlington. However, you may be required to work at any council workplace within Northumberland County Council.		JE ref: 3423 HRMS ref:	
Responsible to: Accommodation Lead					
				Manager Level:	
<p>Job Purpose: The 15.5+ Team provides core services to young people leaving care and young people who have left care between the ages of 15.5 and 21 or 24, if in continuous education. Also young people aged 16+ who are assessed as being in need.</p> <p>The post holder will undertake the following duties with a caseload of young people whose assessed needs are commensurate with the grade of the post.</p> <p>The duties of a Support Worker as set out within the Children (Leaving Care) Act 2000 with responsibility for a caseload of young people with the aim of achieving improved outcomes for them.</p> <p>Direct work with young people aged 16+ who are in need, in line with requirements of the Service.</p> <p>The main area of responsibility for the Support Worker will be to work in partnership with young people, their families/carers and a range of agencies, in order to identify and meet the needs of those young people accommodation needs.</p>					
Resources	Staff	None			
	Finance	None			
	Physical				
	Clients				
<p>Duties and key result areas:</p> <ul style="list-style-type: none"> To implement Children and Young People's Services and LSCB policies and procedures in order to manage risk and implement decisions which ensure that children and young people are safeguarded and their life changes are enhanced and promoted. Listed below are the responsibilities this role will be primarily responsible for: To fulfil the role of a Support Worker as set out in the Children (Leaving Care) Act 2000 with responsibility for a caseload of young people whose assessed needs are commensurate with the grade of the post in terms of their complexity. To provide a service to young people, including assessments of need, contributing to more complex assessments where appropriate; preparing and implementing pathway/care planning, reviews, coordination of services, advice and support. To work in partnership with young people, their families and careers in constructing plans that focus upon the young person's strengths and wishes. To support qualified practitioners in the implementation of specific tasks within a young person's pathway/care plan. To support young people in accessing and sustaining appropriate education, training and employment opportunities. To support young people in developing a healthy lifestyle and enable them to access appropriate health and promotion services. To ensure that the young people's accommodation needs are met. 					

- To ensure that young people's life chances are enhanced and that they have access to a wide range of opportunities.
- To work effectively and creatively with colleagues within the County Council and with partner agencies from the statutory, voluntary and independent sector, in order to meet statutory requirements.
- To ensure that accurate records are maintained which reflect decision making and to prepare and present reports where appropriate.
- To participate in service developments designed to maximise young people's engagement, promote the quality of services and improve outcomes for young people.
- Any other duties as reasonably requested by managers.

9. COMMON DUTIES AND RESPONSIBILITIES

9.1 Quality Assurance

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 Communication

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives of continual improvement in quality of its service to internal and external customers.

9.3 Professional Practice

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 Health and Safety

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 General Management (where applicable)

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 Financial Management (where applicable)

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality & Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Northumberland County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title:	Director/Service/Sector:	Ref: 3423	
Essential	Desirable		Assess by
Qualifications and Knowledge			
NVQ Level 4 or HNC in relevant discipline.			
Experience			
Experience of direct work with children and young people in a social care, health, education, housing, homelessness or youth and community setting, gained through paid employment or voluntary work.	Experience of direct work with young people looked after or direct work with young people in need where accommodation and homelessness is an issue		
Skills and competencies			
<p>Full current driving licence or access to a means of mobility support.</p> <p>Ability to work flexible hours, including some evenings and weekends.</p> <p>Ability to assimilate and analyse information and make informed decisions which manage risk.</p> <p>Ability to communicate clearly - verbally and in writing.</p> <p>Ability to form effective working relationships with young people and their families/carers.</p> <p>Ability to work in partnership with other agencies.</p> <p>Ability to assess, monitor and review plans.</p> <p>Ability to work as part of a team.</p> <p>Ability to work on own initiative, to organise workload, achieve deadlines and work under pressure.</p> <p>Good listening skills.</p> <p>Ability to promote young people's participation.</p> <p>Ability to deal with emotional distress and challenging behaviour, including aggression.</p> <p>Awareness of the role of social care. Organisations and resources provided by the statutory, voluntary and independent sector for young people.</p> <p>Awareness of the problems and issues faced by young people in need.</p> <p>Awareness of the services available for care leavers and young people in need.</p> <p>An understanding of child and adolescent development</p>	<p>Information Technology skills.</p> <p>Ability to network, negotiate and advocate on behalf of young people.</p> <p>Ability to facilitate group work.</p> <p>Knowledge of legislation and standards relevant to the post, eg Children Act 1989 and Children (Leaving Care) Act 2000.</p> <p>Awareness of the services available for care leavers and young people in need.</p> <p>Knowledge of Children's Rights legislation.</p> <p>Relevant housing legislation background</p>		
Physical, mental, emotional and environmental demands			
<p>Positive attitude to supervision and training.</p> <p>Willingness to attempt new challenges and approaches.</p> <p>Positive attitudes to combating discrimination.</p> <p>Desire to help people solve problems.</p> <p>Flexibility in carrying out duties.</p> <p>Physically capable of discharging the full duties of the post including the ability to work under pressure in a stressful demanding environment.</p> <p>Carrying young babies and children when transporting them and have ability to fit and carry car seats.</p> <p>To work with potentially challenging clients on a 1-1 basis and develop positive and</p>			

professional relationships. To be able to work long hours if required and have a flexible approach to work. To be able to use the computer for long periods of the working day and also have good observation skills for long periods when carrying out supervised contact.		
Other		
Enthusiasm for working with young people. Commitment to achieving positive outcomes for young people. Commitment to promoting equality and diversity. Commitment to promoting life chances of socially excluded young people. Commitment to working with young people in an empowering and non-judgemental way. Works well under pressure.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits