 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>JOB DESCRIPTION</b>
<b>DIRECTORATE:</b> Children's Services	<b>SERVICE AREA:</b> Help & Support – Children and Young People
<b>JOB TITLE:</b> School Support Worker	<b>GRADE:</b> H
<b>REPORTING TO: Co-ordinator - School Support</b>	

<b>1. JOB SUMMARY</b>
<p>Assist in:</p> <p>The delivery of effective interventions to young people and their families who are accessing Help &amp; Support services using a whole-family approach, ensuring positive outcomes are achieved for children and families by delivering preventative services.</p> <p>Supporting cases held by School Support Advisers and/or Personal Advisers – Targeted Youth Support to deliver effective interventions to young people involved in risk taking behaviour.</p> <p>Ensuring young people have access to all available education, employment, training and personal development opportunities.</p> <p>Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.</p> <p>To assist on specific projects and take on responsibility for other areas of work when required.</p>

<b>2. MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
1.	<p>Assist in:</p> <ul style="list-style-type: none"> <li>• Low level direct work to individuals in settings such as school, community venues, Family Hubs or other appropriate venues and provide support to meet the needs of that individual either one to one or in group work</li> <li>• the delivery of individual restorative interventions and group work sessions, encouraging young people to make a positive contribution to their community, building self-esteem and self-confidence and working towards objectives to improve their life chances for the future.</li> <li>• supporting individuals experiencing low level emotional distress within education settings and promoting respectful relationships to those children and families</li> <li>• the development of robust needs led intervention plans and work with partners in achieving successful outcomes using the plan, do, review SMART model</li> <li>• obtaining the voice of the child when delivering discrete pieces of work to children and young people</li> <li>• meetings including Team around the Family, Family Network Meetings and solution circles as well as working with the team to help in the identification of the Lead Professional.</li> <li>• the return home interview and completion of interview documentation when children and young people have been reported to the police as missing.</li> <li>• supporting education settings in working with individuals around poor attendance to improve outcomes for children and their families at the earliest opportunity.</li> <li>• providing opportunities for young people to participate actively in the design, delivery and evaluation of services</li> </ul>
2.	Contribute to the achievement of service objectives.
3.	Contribute to the learning and development of people in the team and undertake your own personal development.
4.	Contribute to the achievement of financial objectives.
5.	Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.
6.	Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.
7.	Support and promote the ongoing work, development and improvement of the Directorate and the Council.
8.	Assist on specific projects and take on responsibility for other areas of work when required.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of the job.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development


**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.


**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Description dated: July 2021**

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>PERSON SPECIFICATION</b>	
<b>DIRECTORATE:</b> Children's Services	<b>SERVICE AREA:</b> Help & Support – Children and Young People	
<b>JOB TITLE:</b> School Support Worker	<b>GRADE:</b> H	

CATEGORY	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to NVQ level 4 in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work-related experience.</li> </ul>	<ul style="list-style-type: none"> <li>Continuous professional development</li> </ul>	Application
<b>Experience</b>	<ul style="list-style-type: none"> <li>Contributing to assessments which identify risks and needs of children and young people</li> <li>Delivery of evidence-based interventions to children and young people.</li> <li>Direct work with young people</li> <li>Direct work within education settings and alternative provision</li> <li>Supporting learning and development</li> <li>Partnership working</li> <li>Promoting a positive culture</li> <li>Customer focus</li> <li>Improving services</li> </ul>	<ul style="list-style-type: none"> <li>Decision making</li> <li>Working in local government or public sector</li> </ul>	Application / Interview

<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Ability to design and deliver a range of innovative interventions</li> <li>• Effective communication</li> <li>• Problem solving</li> <li>• Effectively plan and prioritise workload</li> <li>• Microsoft Office technology solutions</li> <li>• Service-specific information and case management systems</li> </ul>	<ul style="list-style-type: none"> <li>• Information governance and security</li> </ul>	Application / Interview
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Demonstrate the behaviours that underpin the Council's Culture Statement</li> <li>• Leading by example</li> <li>• Collaborative team worker</li> <li>• Handle difficult situations sensitively</li> <li>• Pragmatic, flexible and resilient</li> <li>• Self-motivated, energetic, not easily discouraged</li> </ul>		Application / Interview
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• The role requires frequent travel between venues across the borough, therefore a full driving licence and / or access to transport is essential</li> <li>• The role is delivering a service that is demand led so the core hours will include early mornings, evenings and weekends, therefore ability to work flexibly, and be part of a duty rota is essential.</li> </ul>		Application / Interview
<b>Person Specification dated: July 2021</b>			

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>KNOWN RISKS FOR THIS ROLE</b>
<b>DIRECTORATE:</b> Children's Services	<b>SERVICE AREA:</b> Help & Support
<b>JOB TITLE:</b> School Support Worker	
<b>GRADE:</b> H	
<b>REPORTING TO:</b> Co-ordinator – School Support	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties – <b>occasional</b>	Yes
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	Yes
Other known risks – please detail	NO
No known risks associated with this role	No

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager: Mandie Rowlands  
Date:09.06.2022