

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Children's Services		Service Area: Emergency Duty Team	
JOB TITLE: Support Worker			
GRADE: G			
REPORTING TO: Team Manager			
1.	JOB SUMMARY: Working alongside social workers, you will play a key role in responding to incoming calls, gathering information, support social workers with emergency visits, welfare checks, and interviews, Arrange emergency accommodation, hotel bookings, transport, and food parcels, liaise with partner agencies including Police, Health, Housing, and voluntary organisations and maintain accurate records and provide administrative support to the team.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Receive and respond, where appropriate, to incoming telephone calls from members of the public, professionals, partner agencies, and emergency services.	
	2.	Gather relevant information from callers and record accurate details into call log.	
	3.	Organise work requests that are sent from day services on Message Sheets	
	4.	Support with the monthly roster arrangements including approved replacement cover for holidays, sickness and distribution of details to team members.	
	5.	Completion of pay sheets for permanent and sessional workers, recording of holidays and training by the team.	
	6	Liaison with sessional social workers, keeping appropriate records of shifts worked	
	7	Assisting with training of workers on databases in place, to co-ordinate training sessions as part of the induction plans of new workers.	
	8	Arrange emergency accommodation, including hotel bookings and transport arrangements.	
	9	Liaison with and monitoring/updating the Pre Birth Plans and associated records for the five participating Councils.	
	10	Co-Ordinate the provision of emergency food parcels and essential supplies for vulnerable individuals and families.	
	11	Attend the Police Station to support the completion of PACE (Police & Criminal Evidence) interviews.	
	12	Accompany social workers on home visits, welfare checks, and other emergency interventions when required.	

	13	To take reasonable care of your own health and safety and cooperate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.
	14	Participate in team meetings, supervision, training and development activities.
	15	To undertake such training as may be deemed necessary to meet the duties and responsibilities of the post.
	16	To enhance the departments image within the authority by promoting awareness of services and achievements.
	17	To ensure that all stake holders, residents of the Tees Valley including Darlington and customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by the employing authority of Stockton-On-Tees Borough Council
	18	Stockton-On-Tees Children, Education and Social Care Department is a dynamic organisation, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job description provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated 2025



PERSON SPECIFICATION

Job Title/Grade	Support Worker	G
Directorate / Service Area	Children's Services	Emergency Duty Team
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Good Standard of Education Positive Enhanced Disclosure Full UK Driving licence	A qualification in Business Administration, Health and Social Care, or a related field or equivalent experience.	Application form
Experience	Previous administration experience. Experience of working within customer services or a related field. Experience of handling sensitive and confidential information. Experience of managing competing demands.	Experience of working within social care, safeguarding, support services.	Application / Interview

Knowledge & Skills	Strong organisational and record keeping skills. Good IT skills and ability to use electronic recording systems Ability to communicate effectively – including with those who have communication difficulties. Ability to work independently or as part of a team, using own initiative where appropriate. Collaborative team worker. Ability to work under pressure. Good organisational skills and flexible and adaptable to changing demands. Ability to maintain confidentiality and professional boundaries.		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Handle difficult situations sensitively Pragmatic, flexible and resilient Self-motivated, energetic and not easily discouraged.		Application / Interview

Other requirements	Ability to drive and hold a current driving licence. To be flexible in relation to working times and shift patterns to meet the needs and demands of the out of hours service. To be available to work weekends, evenings and bank holidays as part of a rota. This will include all Bank Holidays at Easter, May, August, Christmas and New Year. Have a positive attitude.	Promote a social model of disability	

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Children's Services	SERVICE AREA: Emergency Duty Team
JOB TITLE: Support Worker	
GRADE: G	
JOB LOCATION / BUILDING: EDT - Adoption Tees Valley Building	
REPORTING TO: Team Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		X

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		X
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		X
Working at Heights - Safety Critical: Employee will be required to work at a height .		X
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		See below

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties. Will drive a Pool Car and may assist in the transportation of clients but accompanied by another worker at all times.	X	
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		X
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>	X	
Lone Working (including Home Working): Employee will be required to work alone. There may be times when the worker is in the office for short period alone.	X	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) DSE Training and assessment should be completed on commencement – arranged by manager	X	
Any Other: Please identify any other known risks associated with this job role. The post holder will be supporting the social workers on visits and mental health assessments at times and may come into contact with clients with mental health issues or could display aggressive behaviour as a result of their mental health. They may also have contact with clients who abuse drugs/alcohol or who associate with organised criminal gangs placing them at risk of violent behaviour. The worker may also be on visits with the social worker who may have to remove children from their carers placing them at risk of aggression.	X	

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: M. Hennessey.

Date:31/07/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk