

## Job Description



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### Job Title: Support Worker

**Responsible to:** Registered Manager

**Salary:** Dependent on qualifications & experience

### Purpose of Role

To provide high quality therapeutic care to young people as part of Overley Hall's integrated care services.

### Professionalism

- To act in a professional manner that is befitting of Overley Hall's care services to Children and Young People.

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- To understand and adhere to Overley Hall's care policies and procedures, including the employee handbook.
- To develop an understanding of relevant legislation (Children's Home Regulations 2015, Quality Standards 2015 and Towards a Stable Life, Brighter Future 2002) and how these are reflected in daily working practice.
- To understand and deliver the young person's Quality of Life Plan on a daily basis.
- To meet all the basic physical needs of the young person on a daily a basis.
- To keep up to date accurate records for the young people, in line with the systems of the home.
- To carry out tasks and maintain all relevant records pertaining to fire safety, health & safety and other records as directed by line manager.
- To ensure understanding and compliance with the General Data Protection Regulation 2018 and the Equality and Diversity Act 2010

### Excellence Standard

- To aspire at all times to a standard of excellence in all areas of working practice.

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Date Reviewed: 07.05.2021

Date to be Reviewed: 07.05.2022

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- To develop an understanding of Team Teach and attachment theory model of therapeutic parenting and implement this on a daily basis in the care of young people.
- To implement all learning with regard to training, this to include Team Teach.
- To ensure all domestic duties in the home are carried out to the highest possible standard.
- To set high standards in home making and care for equipment and grounds of the home.
- To actively, contribute to the creation and maintenance of a therapeutic homely environment, taking into account the young person's wishes and preferences.
- To maintain vigilance when supervising young people in line with risk assessments to ensure that significant behaviours are recorded.
- To develop skills, knowledge and experience in accordance with a personal development plan agreed with line manager to develop working practice and set professional goals.

### Integrity Standard

- To act with integrity, honesty and child centred practice at all times.

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- To make decisions that are in the best interests of the young people and the organisation at all times.
- To contribute to the positive culture of the organisation in line with the five values and challenge negative attitudes appropriately.
- To be pro-active and use initiative to ensure that all working hours are used effectively.
- To be alert to signs of distress, neglect or abuse, ensuring that the young people are monitored and protected.
- To be sensitive to the needs of individual young people and provide support and comfort to young people under stress.

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- To be mindful of race, culture, language, and religion, to ensure that every young person is treated fairly and as an individual entitled to respect and dignity.
- To utilise the organisation's whistle blowing policy to ensure that poor practice, negligence and dishonesty is dealt with appropriately.

### Planning & Organising Standard

- To utilise planning and organisational skills to support Overley Hall in achieving its goals and objectives.

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- To use the home rota to effectively manage own training and annual leave responsibilities with the support of line manager.
- To develop and implement daily shift planners and weekly planners for young people to ensure the smooth running of shifts.
- To work with internal and external services / professionals to ensure the continuity of care for young people.
- To contribute to the development and implementation of Quality of Life plans to ensure consistency of care for young people.
- To be accountable for all records, systems and operating procedures of the home as set by line manager.

### Commitment & Attitude Standard

- To apply a high level of commitment and positive attitude to all aspects of working practice.

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- To demonstrate an understanding of the complexity of the working environment regards the impact of young people's behaviours and their effects on the organisation's resources.
- To demonstrate flexibility where practicably possible to support the home in covering rotas.
- To communicate positively and constructively about the young people, colleagues and organisation at all times.

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- To demonstrate a 'can do' attitude in all areas of working practice and demonstrate a willingness to learn and take on new challenges.
- To participate in staff meetings, training and clinical consultation as required
- To avail of regular supervision.
- To consistently demonstrate the skills to engage in personal reflection about the impact of the work on one's own feelings, one's colleagues and about one's own strengths and weaknesses.
- To commit to ongoing personal and professional development, ensuring regulatory training is completed and refreshed accordingly, including meeting timescales for completion of induction, probation period and Level 3 diploma.

## Communication & Networking Standard

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- To act in a respectful, polite and transparent manner at all times.
- To recognise and value the roles held by all employees of Overley Hall.
- To develop and maintain professional relationships with young people, individuals with parental responsibility, social workers, teaching staff and other professionals involved in the care of young people.
- To share significant information with colleagues, line managers and other relevant professionals in a timely fashion.
- To utilise handovers effectively.
- To utilise written communication effectively to share significant information.

### Team Working Standard

- To act as a member of the staff team and wider organisation, supporting colleagues and being prepared to receive support as necessary.

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- To act with initiative, accountability and responsibility at all times to assist with the functioning of the team.
- To recognise one's own strengths and weaknesses and those of colleagues to contribute effectively to the functioning of team.

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- To recognise that all employees of Overley Hall and external agencies are part of the wider team involved in children's services and act accordingly.
  - To act with initiative, accountability and responsibility at all times to assist with functioning of the team, providing leadership, direction and guidance on shift. The Company reserves the right to amend or modify your Job Description in accordance with the operational needs of the business