

## JOB DESCRIPTION

**Job Title:** Support Worker  
**Department:** School, Further Education, Residential Care  
**Reports to:** Line Manager  
**Location:** Lingfield, Surrey

### Company Information

Young Epilepsy is the leading national charity, which exists to improve the lives of children and young people with epilepsy and associated conditions. With over 100 years of experience, our unique Headquarters offers world class services which include the provision of Residential Services, Education and Health Care to children and young people in the UK and nationally.

### Job Purpose:

To support student development under the direction of the relevant line manager by contributing to the students' educational, social and developmental curriculum and participating in its delivery as a member of a co-ordinator team.

### Key Tasks and Responsibilities:

**A Support Worker may be responsible for all or some of the following areas:**

- To create in conjunction with other members of staff a caring, safe and acceptable atmosphere in which growth and independence are fostered by the maintenance of a supportive and positive role.
- Providing a continuity and consistency of support to the relevant line manager thereby facilitating the student's access to and progress in any educational, social, therapy or developmental programmes that are being applied.
- To undertake specific tasks with individuals or groups as directed by the line manager or other senior staff members.
- To assist with all aspects of personal care and daily living skills in accordance with individual support needs.
- Ensuring all relevant information relating to the students (e.g. concerning behaviour, personal development, medical incidents etc.) is relayed to appropriate staff members and recorded in accordance with Young Epilepsy's policy and procedures.
- To follow and act upon Behaviour Management guidelines, advice and programmes in line with the philosophy of positive reinforcement and the Behaviour Management policy at Young Epilepsy.
- To provide the students with encouragement, reassurance and comfort, and when necessary to help in the management of those students who may be aggressive, distressed or disruptive, in accordance with skills and training.
- Supporting at all times the long term aim for student independence by encouraging the growth of these skills, but to nonetheless assist, when appropriate, with the physical and personal care of the students.
- To lead and participate in various recreational, educational and social activities and to accompany students either to other areas of the site or off site for scheduled meetings or activities.

- To supervise students during break times if working in the Education Department. To ensure that educational and recreational equipment and aids are both prepared and cleared away following direction from the Line Manager.
- To attend meetings, in conjunction with the line manager, with both educational, care, therapy and medical staff concerning students and to complete any relevant paperwork for these meetings.
- Assisting with assessing, planning and reviewing student progress. To maintain accurate, concise, up-to-date and timely records within the student's journal and ensure medication forms, financial transaction sheets and other relevant documentation is kept up to date.
- To undertake the role of Keyworker for a specified number of students, with special responsibility to ensure a consistency of the support provided and to identify any issues concerning development.
- Attending appropriate in-service training as required by the job role.
- To ensure any necessary administration (photocopying etc.) is completed and that supplies of consumable items are maintained at an appropriate level as advised by the Line Manager.
- Attending and passing Young Epilepsy's medication course and consequently applying this knowledge and administering medication when required by the students.
- To undertake any activities as may be required to ensure the safe and effective running of any assigned working area in compliance with Health & Safety regulations.
- To receive parents and visitors and participate in open days and conferences as required.
- To liaise with parents in an informal manner, but nonetheless in accordance with Young Epilepsy's policy, as required.
- To work in any area of the education department or to transfer between areas as requested by the Line Manager.
- If applicable, you will be required to complete the level 3 Diploma in Health & Social Care within 2 years of employment. Failure to complete the qualification within this timescale may result in your employment being terminated.
- There is an amount of manual handling involved including assisting students with walking, sitting and other activities of daily living and by means of wheelchairs and mechanical aids within recommended guidelines.

## **General**

Ensure all duties are carried out in accordance with Health and Safety regulations as given by the Young Epilepsy Health and Safety policy and procedures.

This Job Description is not exhaustive and the postholder may be required to undertake other reasonable and appropriate tasks.

Young Epilepsy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

## **Competencies and Behavioural Objectives:**

- **Taking Responsibility For Own Development** - Proactively seeking and using opportunities for continuous learning and professional growth. Reflecting upon learning and practice, and identifying the development that will continually enhance your contribution to the organisation. Being open to developmental feedback, to act on these development needs, and informing your manager, and seeking their support where necessary.
- **Embracing Change** - Anticipating and understanding the need for change, responding positively, swiftly and flexibly when it arises. Promoting change positively to others, dealing positively with uncertainty and leading the way when required. Being open to new approaches and ideas, and adapting effectively to new situations.

- **Customer Focus** - Understanding who the customer is and what their needs are. Focusing on the customer, providing high-quality service that is tailored to meet their individual needs. Responsible for the development of ongoing relationships and shows an active commitment to Young Epilepsy that reflects the needs and concerns of customers within and outside the organisation.
- **Planning And Organising** - Effective management of time and resources, and accurate prioritisation of work. Gathering information from a range of sources and using it effectively to identify problems and issues, and make sound business judgements.
- **Team Work** - Developing strong working relationships inside and outside the team to achieve common goals. Breaking down barriers between groups and involving others in discussions and decisions. To show respect for others in the achievement of goals, and involves proactively sharing information/knowledge, providing feedback to others and celebrating in one another's success. Understanding how the work of others relates to our own and how we can help one another succeed.
- **Effective Communication** - Communicating ideas and information effectively, both verbally, electronically and in writing, and making effective use of agreed communication systems and procedures. Using language and communication styles that are appropriate to the situation and audience. To listen actively, and be proactive in seeking to understand others and be understood.
- **Going Further For Results (Personal And Organisational)** - Engaging in activities that will achieve our agreed objectives and maximise our contribution to organisational success. Involves regularly reviewing our contribution and monitoring progress against our performance / development objectives. Ensuring that we are in possession of all of the information, knowledge and skills required to perform in our role. Responsible for achieving results, solving problems and managing our own time and resources to maximise performance. Setting achievable yet stretching goals, and timely delivery of business results which comply with policy and regulation.
- **Creating A Learning Environment** - Creating a learning environment is about having a genuine desire to realise the potential of individuals and build the capability of the organisation. It goes beyond showing people the 'how' to explaining the 'why' and providing constructive feedback, mentoring and coaching to others. It involves giving people the opportunity to try new things and seeing others as a valued resource of the whole organisation rather than 'belonging' to any particular group or department.

July 2017

*'To create Better Futures for Young Lives with Epilepsy'*

## PERSON SPECIFICATION

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**Department:** School, Further Education, Residential Care

**Key for how criteria will be assessed:**  
**I = Interview, A = Application Form, T = Test or Assessment**

Key Criteria	Essential	Desirable
<b>Education and Qualifications</b>	<p>Numeracy and Literacy Level 1</p> <p>To be able to complete Diploma Level 3 within 2 years  <b>(T/A)</b></p>	<p>Numeracy and Literacy Level 2</p> <p>Diploma Level 3 or equivalent</p> <p>Relevant Degree  <b>(A)</b></p>
<b>Experience</b>	<p>To be able to understand or to develop an understanding of the rights and needs of children and young adults with a disability</p> <p>Able to understand or to develop an understanding of the need to maintain and respect confidentiality  <b>(A/I)</b></p>	<p>Work or voluntary experience of working with children or young adults</p> <p>Experience of young people with disabilities</p> <p>Experience of personal care</p> <p>Experience of leading a recreational, educational or social activity with a group of young people  <b>(I)</b></p>
<b>Skills and Knowledge</b>	<p>To be able to provide consistency of care and support to the student group</p> <p>Ability to interact with a range of people/young people</p> <p>To be able to take direction from supervisors in line with Young Epilepsy's policies and procedures</p> <p>Ability to communicate effectively both verbally and in writing</p> <p>Ability to liaise with others, attend meetings and report on student progress</p> <p>An active team player but also able to work on own initiative</p>	<p>Knowledge of young people who have complex and multiple learning disabilities including challenging behaviour</p> <p>Knowledge of Safeguarding principles</p> <p>Basic Computer and IT skills  <b>(A/I)</b></p>

	<p>Good organisational and time management skills</p> <p>Ability to prioritise and respond to differing demands as required</p> <p>To be prepared to undertake training requirements of the position <b>(I)</b></p>	
<p><b>Personal Qualities</b></p>	<p>Motivation to improve the lives of young people and adults.</p> <p>Sensitivity, integrity, adaptability</p> <p>Self - motivated</p> <p>Ability to work flexible and unsocial hours</p> <p>Work with the organisational values</p> <p>Undertake relevant qualification(s) and training to meet requirements of job role – i.e. literacy and numeracy, CACHE in school and Diploma Level 3 in Residential</p> <p>To be prepared to develop further training and knowledge beyond the basic requirements of the position. <b>(I)</b></p>	<p>Interpersonal relationships – ability to inspire people to work with you.</p> <p>Influencing and negotiation – possess personal characteristics to influence other professionals. <b>(A/I)</b></p>