

Support Worker Job Description

Reports to: Key Workers / Registered Manager

To assist the Key Workers with day to day activities and running of the houses. To support parents and families during their time at Amber Family by providing emotional and practical support and guidance to assist them to care for their child.

Key Responsibilities

- To work as part of a close knit, small team within a residential family centre;
- To work in partnership with colleagues (e.g. Key Workers, other support staff, Registered Manager, Responsible Individual) and other parenting organisations to ensure the parent accesses all relevant support available in order to promote positive parenting;
- Undertake activities and support to parents as advised by the Registered Manager and / or Key Worker on shift by ensuring all diary appointments are met and parents engage in groups / activities to promote positive parenting;
- Prior to commencing direct work with the family's resident at Amber, ensure all relevant documentation, including Safeguarding Action Plans for each family have been read to ensure up to date, relevant observations can be made;
- To provide a high quality, friendly, approachable and dependable standard of service which meets our Statement of Purpose objectives;
- Demonstrate a full understanding of and commitment to the purpose of the assessment period;
- To be flexible in your approach to work and to understand that alternative hours of working / working on a rota basis from time to time will be required;
- To work as part of a team, demonstrating an understanding of the Amber Family vision, values and behaviours expected of all our staff and parents;
- To assist in the development of objective, fair and robust assessments based on detailed observations of the parent and by inputting into daily logs by providing information and observations to the Key Worker on shift;
- To ensure the safety of children remains central to the assessment / intervention process. To also promote the health, welfare and safety of all residents and staff;
- To undertake ongoing risk assessments of parents, acting decisively to protect children;
- To build appropriate professional working relationships and work in partnership with other parenting providers (Health Visiting Team, Sexual Health Nurse etc.)
- To communicate effectively with colleagues at hand overs and ensure information is shared within the team;
- To participate fully in training and along with input from the Registered Manager, identify courses relevant to the role and your personal development;
- To promote and maintain equal opportunity and anti-oppressive practice within the working environment;
- To have an awareness and understanding of Amber Family policies and procedures as well as relevant Government guidelines, legislation and best practice paying particular attention to Child Protection, Safeguarding, Equal Opportunities, anti-discriminatory and health and safety policies;
- To participate in the ethos of a skilled professional team, attending and participating in team meetings, regular supervision meetings;
- To undertake other duties or tasks identified by the Responsible Individual, Registered Manager or Key Workers.