

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Specialist Support Worker
Grade	PS7	Reports to (role title)	Area Specialist Education Lead (ASEL)
		Directorate	Children, Families, Learning and Culture
JE Band	228-268	Service	Specialist Early Education Service (SEES)
		Team	Educational psychology
		Date Role Profile was created	01/02/2019

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Frontline delivery of a specialist support service for young children with severe and complex needs (including ASD) to work with stakeholders and with involved professionals to enable children to make progress and achieve their potential. Key activities: undertake assessments using a range of Early Years (EY) frameworks, plan individual work with children to help them achieve their objectives, work collaboratively with the parent/carers to agree targets and suggest appropriate strategies in the best interests of the child and family. Work collaboratively with preschool staff to ensure consistent implementation of strategies across settings, to provide consultation, support and advice to EY practitioners. To work in partnership with other supporting professionals (Education, Health, Social Care and Voluntary) to provide coordinated support for the child and the family, attend regular meetings and engage in problem solving supervision and discussion to ensure quality service provision.
Work Context	Working within an area team within the SEES service & wider Educational Psychology Service. Peripatetic working pattern which includes visits to see children in their own home environments and at preschool settings across Surrey. Also attend meetings and training sessions in various locations. Office based with some flexible working arrangements and some cross area work based on service demands. Reporting to Area Specialist Education Lead (ASEL) on a regular basis for management and supervision. Liasion with County Coordinator as appropriate.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"><li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li><li>• Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</li></ul> <p>Case Management</p> <ul style="list-style-type: none"><li>• Monitor, manage and deliver care plans in specified service area.</li><li>• Undertake case related reports and maintain records in accordance with procedural and legislative requirements.</li></ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"><li>• Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff.</li><li>• Assist in development and project work, and working with other staff to provide information and feedback.</li></ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"><li>• Make recommendations for the provision of services in line with the budget determined according</li></ul>

	<p>to assessment of needs.</p> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to plan, manage and prioritise a caseload and seek guidance where necessary.</li> <li>• Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal supervision.</li> <li>• Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff.</li> <li>• Experience of working with the user group and of staff supervision where appropriate.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Experience of working with children with severe and complex needs. Knowledge of the theory and practice of child development and learning including suitable activites for encouraging children's physical, emotional, communciation and social development and the appropriate use of observation and assessment skills. Ability to learn and apply relevant SEN legislation and local guidance. Willingness to undertake relevant training and implement as appropriate. Experience working with families with child with complex needs. An enhanced DBS check will be required.</p>
<b>Role Summary</b>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>

Reference Number	BM-2019-295
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