

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Support/Activity Worker CCISS
Grade	PS7	Reports to (role title)	Team Manager CCISS
		Directorate / School	Resources
JE Band	228-268	Service / Department	Children's Services
		Date Role Profile was created	9.3.2020

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	To work as part of a crisis team across Surrey to deliver, direct work to offer support to children, young people living in Surrey with a diagnosis of Autism and/or Learning Disability with challenging behaviour. To work with children, young people and their families for up to 8 weeks during a period of crisis. The role involves working with the wider system of professionals in order to understand a young person's life experience and what has led to the current crisis. Deliver work that will be effective in managing the crisis and assessing risk and what will be required going forward, to ensure the child or young person can remain living with their family or carer in the local community. The role holder will offer consultation and practical interventions with the best possible quality of personalised care that meets each child or young persons' needs and promotes their welfare. Through the process of working autonomously, usually outside of business hours, travelling across the county and engaging whilst building a meaningful relationship at a time of crisis children and young people will reach their potential whilst being happy, healthy and safe from harm
Work Context	Children's Crisis Intensive Support Service delivers intensive crisis support to children and young people and their families in the community throughout Surrey. The service operates in and out of hours up until 10pm at night and during the day on Saturdays. Support workers would need to be willing to travel across the county sometimes at short notice to deliver support and interventions to those referred into the service by a range of professionals from health and social care. Knowledge and experience of working with children and their families where there is a diagnosis of ASD and or LD is essential. The ability to work as part of a multi agency team and autonomously is required. Many of the children or young people will have experienced multiple difficulties which requires high levels of knowledge, compassion, resilience and understanding. Due to this they can present challenging behaviour, including self harm, risk taking behaviour and physical outbursts. Ongoing risk assessment is essential whilst also being an integral part in the running of the service and contributing to case discussions, team meetings, and shift debriefs
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • 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. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • 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. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • 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. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> •Experience working with children or adults with LD and ASC/ behaviours of concern •Driver with own car (responding to crisis across Surrey) •Educated to GCSE standard or have functional skills level 2 in maths and English •Experience/knowledge of SEND process and pathway •Willing to work out of hours •Experience of Posiive Behaviour Support framework would be beneficial
<p>Role Summary</p>	<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>

