

# Springboard

## **Job Description and Person Specification: Support Worker**



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**Job Title:** Support Worker

### **About Us**

Springboard has been working with disabled children, young people and families for over 25 years. We deliver a wide range of services, support and activities in the South East, reaching over 500 families a year.


Our vision is:

A world of equality where all disabled children, young people and their families are able to reach their full potential.

Our mission is to:

- Facilitate and offer advice and support to disabled children, young people and their families.
- Create environments and deliver services that develop identity and build self-esteem.
- Advocate and raise awareness on disability and the barriers associated.
- Enhance children, young people and their families physical and emotional wellbeing.

Springboard has five core values which underpin and guide the way we work in all that we do, we are:

- Caring
  - Fun
  - Inclusive
  - Passionate
  - Adaptable
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- A decorative border at the bottom of the page consisting of a pattern of colorful triangles in shades of blue, red, green, and grey.

## **Support Worker**

### **Main purpose of the job:**

Support Workers are key to the delivery a variety of services for disabled children, young people and their families.


The role will work closely with Springboard's Service Delivery Officers, other Support Workers as well as the Operations Manager and volunteers within our Children and Young Peoples Team.

Working creatively and with a flexible approach, the role will support disabled children, young people and families under Springboards principles of; Value and Respect, Wellbeing and Relationships, Aspirations and Potential and Independence and Inclusion.

The role will provide support and care within Springboards sessions, activities and programmes for disabled children and young people. You will support individuals to achieve their full potential, by encouraging and engaging with individuals so they can maximise opportunities available and empower them to make decisions and choices, participate in recreational and leisure activities and help individuals to make and sustain friendships.

Support Workers are key in the operational delivery of the Springboards new strategy and help the charity achieve its vision of a world of equality where all disabled children, young people and their families are able to reach their full potential.

### **Person Centre Care and Support**

- To support children and young people with disabilities, with their physical care, personal hygiene needs and daily life tasks & skills as required by their person centred plan (PCP), ensuring that their independence is preserved and developed as far as possible and affording appropriate levels of privacy and dignity.
  - To support & facilitate communication with individual's relatives, friends, professionals and other members of staff/volunteers, in order to ensure the continuity of quality and safety in the provision of support.
  - To work within a person-centred approach so as to encourage customers to maintain maximum independence, taking into account their physical and emotional condition, as well as their current skills, personal choices & aspirations.
  - To encourage & support individuals to participate in the running of the service provision.
  - To help individuals with mobility and other physical or sensory disabilities and to assist in the use of support aids and personal equipment.
  - To actively encourage individuals to participate in programmes and activities as identified in their PCP.
  - Where required, to administer medication in line with training received and policies/procedures of Springboard.
  - To become familiar with any changes in the individuals' condition or situation at the beginning of each session/activity, as well as any associated changes in the working environment, premises or location.
  - To ensure that record-keeping is maintained and updated in an accurate, timely and confidential manner.
  - To report & record any incidents or events that may have an impact on the individual's PCP, liaising with the immediate supervisor (and/or any other relevant staff/volunteers) as appropriate.
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- To be responsible for maintaining and improving own knowledge and skills through experience and training.
- To maintain an awareness of individual's care plans and risk assessments relating to specific support needs, for example, dysphagia, mobility & safety.
- Where required, to escort and assist individuals in and around the service environment, as well as in the wider community.

## **Safety and Safeguarding**

- To carry out all duties in line with Springboard's safeguarding policies and procedures.
- Maintaining high standards of environment safety, safeguarding and quality as well as ensuring an adaptable, inclusive and caring atmosphere.
- To undertake risk assessment for all activities, sessions and services including tailoring risk assessments to the specific needs of the individuals or group attending.
- To assist with the safe transport arrangements for service users, staff and volunteers.
- To attend and keep up to date with relevant training and qualifications to meet the role requirements, provide high quality service provision and outcomes for disabled children, young people and their families.
- Develop and review risk assessments, care and development plans to support disabled children, young people and their families in reaching their potential and safe working practices are in place.
- Work in line with Health & Safety and Data Protection procedures, legislation compliance and ensure Springboard meets all statutory obligations taking prompt corrective action to address anomalies, inconsistencies or risks.
- To work within the regulatory compliance requirements applicable at the respective service.
- To participate in supervision, staff meetings and training activities (including updates) as required, sometimes off-site and outside of normal working hours.

## **General Duties**

- Contribute to achieving the overall vision of Springboard
- Attend, participate and chair team meetings as and when required
- Present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the reputation of Springboard.
- Ensure everyone's experience of Springboard is positive.
- Work within professional boundaries maintaining safety, safeguarding and appropriate confidentiality at all times.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within Springboard's teams.
- Comply with all published Springboard policies and procedures.
- Work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.
- Participate in undertaking periodic reviews of this job description for consideration by the management team and trustee board.
- Undertake any other tasks as directed by SEND Service Coordinators, SEND Session Leads and/or Operations Manager.

The logo for Springboard, featuring the word "Springboard" in a blue sans-serif font. The letter "i" is stylized with a red dot and a vertical line of four red circles below it, resembling a spring. The logo is positioned in the top left corner of the page.

Springboard



## Person specification

**Job Title:** Support Worker

This is a specification of the qualifications, training, experience, knowledge, skills, abilities and personal attributes that are required to effectively carry out the responsibilities of the post (as outlined in the job description) and forms the basis for selecting a candidate.

<b>Qualifications and Training</b>	
Training and/or Qualification/s in health and social care	D
Training in first aid, disability awareness, work with children and young people.	D

<b>Experience</b>	
Experience working with disabled children, young people and their families, or one or more groups of vulnerable people	D
Experience of working within a quality standard framework and monitoring service delivery against agreed targets	D
Experience of the risk assessment process, and development of strategies to tackle identified risks	D
Experience of supporting service users in a variety of settings, both internal and external; for example, in a centre, at home, in the community and on public transport.	D
Experience of monitoring and reporting, a good understanding of how high-quality data shows impact.	D
Experience of participating in, and supporting fundraising events and activities.	D

<b>Knowledge</b>	
Understanding of the voluntary, health and social care sector and, in particular, knowledge of disabled children, young people and family services.	D
Understanding of health, social care or education services.	D
An understanding of safeguarding, professional boundaries and the challenges faced by disabled children, young people and families.	D
Understanding of disabled children young people and their families, including ways of working, communication and managing behaviours.	D

<b>Skills and Abilities</b>	
Able to demonstrate warmth, compassion and unconditional positive regard for the disabled children, young people and families we support and develop trusting relationships based on empathy and respect. .	E
Able to establish, develop and maintain constructive and professional relationships, both internal and external, with a wide variety of professionals and carers.	E
Ability to support effective and meaningful communication with service users with complex communication needs.	E

Ability to work in a team and multi discipline organisation; share ideas, provide and receive support; maintain positive relationships; able to communicate positively and effectively with all staff and volunteers.	E
A strong commitment to a person-centred approach to working with disabled children, young people and their families.	E
Ability to reflect constructively and critically on own practise and support others to do the same.	D
Proven ability to use information technology effectively whilst willing to learn and develop (where required) new IT skills and knowledge.	D

<b>Personal Attributes</b>	
Commitment to Springboards vision, mission and values.	E
Attentive to appropriately meeting people's needs	E
Positive, dynamic and energetic	E
Willing to work some evenings and weekends	E

### Conditions of employment

In light of legislation (Section 8 Asylum and Immigration Act, January 1997), as a condition of being able to commence employment with Springboard, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance Number
- Birth certificate or British passport
- Certificate of registration, or naturalisation as a British Citizen
- Passport or documentation evidencing citizenship of an EEA country

### Probation

The appointment is subject to a probation of six months.