

Job description



Post: Support Worker / Bank Support Worker

About the role: As a support worker, you will play a vital role in providing individualised support to young people (16-18) within a supported accommodation setting. This role involves creating a safe, nurturing, and supportive environment where young people can develop the skills and resilience needed for independent living.

Hours: 35-40 hours a week, unless bank staff (as required)

Pay: £12.21 - £13.00 per hour

Reports to: Senior Support Worker / Registered Service Manager

Location: Bradford

Duties and responsibilities

- **Always put the needs of young people first**, treating them with dignity and respect.
- **Build positive relationships** by providing one-to-one support to young people, including:
 - Listening to their concerns and providing emotional support to address past and present difficulties.
 - Assisting with personal care, health care, and promoting education and recreational activities.
 - Helping young people build and maintain relationships with family and friends.
 - Encouraging self-control by challenging unacceptable behaviour and rewarding positive, pro-social conduct.
 - Being ambitious for young people, helping them achieve their goals and maximize their potential.
 - Supporting young people's health and well-being by coordinating necessary medical visits (e.g., GP, hospital, dental, optical) in line with individual care plans.
 - Actively promoting young people's behavioural, health, education, independence, and emotional well-being through targeted interventions in line with their Care or Pathway Plan.
 - Respecting and promoting young people's cultural and religious needs.
 - Collaborating with relevant agencies during transitions to adult services, ensuring active participation and achievement of planned outcomes.
- **Create and maintain a safe and supportive environment for young people**, including:

- Ensuring that accommodation is clean, well-maintained, and hygienic.
- Promoting positive behaviour and resolving conflicts effectively.
- Ensuring that young people are safe and protected from harm.
- **Work collaboratively with other professionals**, including social workers and youth workers, to ensure that young people receive the support they need.
- **Maintain accurate and up-to-date records** of young people's progress.
- **Participate in regular supervision and training** to support ongoing development.

Safeguarding and Protection

- **Understand and adhere to all safeguarding policies and procedures**, including those related to child protection, missing children, and behaviour management.
- **Be vigilant in identifying and responding to potential risks** to young people's safety and well-being, escalating concerns as necessary.
- **Develop trusting relationships with young people**, promoting their emotional well-being and encouraging them to share any concerns.
- **Collaborate with external agencies**, including the accommodating local authority, to safeguard young people and ensure their needs are met.

Support Planning and Delivery

- **Work collaboratively with young people, accommodating authorities, and professionals** to develop and implement individualised support plans, ensuring they are updated regularly.
- **Support young people in identifying and achieving personal goals**, with a focus on developing independent living skills.
- **Provide practical and emotional support**, empowering young people to overcome challenges and make positive life choices.
- **Assist young people in accessing education, training, and employment opportunities**, offering encouragement and guidance.
- **Promote young people's health and well-being**, encouraging healthy lifestyles and supporting access to healthcare services when needed.
- **Prepare, write, and update reports** (e.g., Essential Information, Support Plans, and Behaviour Passports) in line with young people's needs and organisational requirements.
- **Attend LAC, Education, and other relevant meetings** concerning young people you are responsible for as a key worker.

Promoting Independence and Life Skills

- **Encourage young people to take responsibility for their living space**, developing practical skills such as food shopping, cooking, cleaning, ironing, and budgeting.

- **Support young people in managing finances**, including accessing benefits and managing budgets.
- **Provide guidance on tenancy agreements**, helping young people understand their rights and responsibilities as tenants (if applicable).
- **Facilitate workshops and activities** that promote independent living skills, social skills, and personal development.

Communication and Record-Keeping

- **Communicate effectively with young people, colleagues, and external agencies**, both verbally and in writing.
- **Act as an advocate at meetings** where the young person is the subject of discussion.
- **Maintain accurate, up-to-date, and confidential records** of all interactions with young people, adhering to data protection guidelines.
- **Ensure a regular log and record of events** is maintained, including night observations and medication records where necessary.
- **Keep accurate records and provide written reports** on young people for planning meetings, reviews, or other meetings as directed by the line manager.
- **Actively participate in supervision sessions**, reflecting on practice and seeking guidance when needed.

Cleaning and Maintenance

- **Ensure the home is always clean, hygienic, and tidy**, following cleaning and sanitising routines, and supporting young people in completing cleaning tasks as outlined in their individual plans. When necessary, undertake these tasks on their behalf.
- **Ensure or encourage young people's bedding and clothing** are always clean and prepared for use.
- **Take a proactive approach to maintaining the material appearance of the home**, addressing and resolving issues that impact cleanliness, warmth, and the inviting nature of the environment.

Health and Safety

- **Ensure the health and safety of young people and colleagues** by regularly monitoring potential hazards and risks, completing identified health and safety checks, and reporting issues to the senior/management team as necessary.

Personal Requirements / Responsibilities Relevant to the Role

- **Maintain professionalism, sensitivity, and respect** towards young people, staff, and other professionals, adhering to relevant policies and procedures.
- **Work at any Oaktree Haven setting** as directed by senior staff.

- **Utilise your own vehicle to transport/support young people** to family contact, school, health appointments, and activities as specified in their Care/Support Plans.
- **Prepare for and attend supervision sessions**, both individual and group.
- **Take a proactive role in self-development and learning** through training and development sessions aligned with Individual Development Plans (IDPs) and mandatory requirements.
- **Complete Level 3/4 Children & Young People qualification** within 2 years of employment, if not already held.
- **Attend all team meetings, briefings, and familiarise yourself** with memorandums and relevant information related to your duties.
- **Ensure professional standards** are met in accordance with individual and team performance plans.
- **Act as a role model, mentor, and support newer staff** as required.
- **Undertake additional tasks** as necessary to support high standards of support.

Additional Duties and information

- The work of Oaktree Haven is varied and challenging, often leading to unpredictable circumstances. Employees must remain flexible in response to situations outside this job description.
- **Additional duties may be required** to cover unforeseen circumstances or changes in work, ensuring continued staff activity and quality of service provision.
- If you do not have your Level 3 or 4 qualifications or Math & English, and wish to complete your Level 4 through an apprenticeship, you may need to complete your Math and English qualifications as part of the process. Alternative methods of obtaining your Level 4 may be available but would require self-funding.

Other Considerations

- **Comply with child protection policies and procedures**, being vigilant for signs of abuse and reporting any suspicions to the setting's Registered Service Manager.
- **Act in accordance with the Data Protection Act**, maintaining confidentiality at all times, including when accessing young people's files.
- **Perform all duties and tasks with reasonable adjustments**, where appropriate, in accordance with the Equality Act.
- **Must be legally entitled to work in the UK.**

This list of responsibilities is not exhaustive and may be adapted to meet the evolving needs of the service and the young people it supports. Please note that you will be working with young people from potentially challenging backgrounds. Patience, empathy, and a commitment to empowering young people are essential qualities for this role.

Equal Opportunities

All young people are equally entitled to have their needs met in a fair and balanced way. Team Leaders are responsible for promoting equal opportunities for all and for challenging any behaviour or practice which discriminates against any young person or colleague on the grounds of race, religion, disability, age, gender, sexual orientation or any other perceived difference.

Closing date: 31st December 2024

For an informal discussion regarding this opportunity, please contact our founder, Zain Abidean, on 07506243958. Further details about our organisation can also be found on our website: <https://oaktreehaven.co.uk>. If you are interested in applying for this role, please submit an application form to info@oaktreehaven.co.uk – CVs or applications via Indeed will not be accepted.

Oaktree Haven is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Shortlisted candidates will be subject to related online content checks, in line with Keeping Children Safe in Education 2023. All appointments are subject to an enhanced DBS check as well as successful completion of a probationary period.