

ROLE & PERSON PROFILE March 2010 (N.B. Not exhaustive and can be amended)

Title Level	Senior Support Worker Staff Grade	Business: Location:	Maternal Matters plc North West
ROLE PROFILE		PERSON PROFILE	
Role and Context	Need To Achieve/Demonstrate	Need to Know/Have	Need to Be
<p>Context To role model excellent professional practice in the care and support of the client group.</p> <p>In line with Company aims and objectives, deliver guidance and support to promote independence and enable the young mothers to develop the skills and knowledge that are necessary to protect their child's wellbeing and safety.</p> <p>Accountable for</p> <ul style="list-style-type: none"> The daily delivery of commercial, customer service and people targets Protecting the integrity of the business at all times. <p>Scope</p> <ul style="list-style-type: none"> Reports to Assistant Manager (AM) Responsible for all employees and customers whilst on duty <p>Key Relationships Service Users, Registered Manager, Assistant Manager, Staff, Peers, External Stakeholders (local authority, agencies, specialists, local health services etc),</p>	<p>Key Performance Indicators (KPI's)</p> <ul style="list-style-type: none"> Targets and KPIs as delegated by the RM/AM Meets deadlines. Contributes to the development of individualised Placement Plans and aids with their effective implementation, review and achievement Achievement of assigned objectives within Placement Plans Assessment of risk: children are safe and protected from all forms of violence and exploitation Achieves service and standards targets Effective and efficient use of resources Accurate and timely reporting as necessary Effective communication, team management, development and engagement Effective relationships with all internal and external stakeholders Compliance with all relevant legislation (such as Health and Safety, Employment, etc) Continuous professional development Sharing of expertise, best practice and knowledge 	<p>Experience & Capabilities</p> <ol style="list-style-type: none"> Experience of with working with families and children Ability to develop & achieve effective child and family assessments, within the Dept of Health's Framework for the Assessment of Children and Young People Development of Placement Plans for young people/families to meet their needs and circumstances. Implementation and review of Placement Plans Can deliver high levels of personalised customer service consistently Maintain and drive service and standards Assisting with the assessment of risk and protecting service users from harm and abuse Day to day decision making abilities Ability to work unaided on own initiative Ability to direct own and teams' daily workload Ability to identify challenges and suggest solutions Effective leadership and team building skills Ability to work within guidelines and procedures and ensure the team adheres to these too. Computer literate <p>Qualifications/Experience Relevant training and experience in a residential setting Valid UK driving license (with access to a car) Desirable:</p> <ul style="list-style-type: none"> Early Years experience Recognised social work qualification or equivalent experience/qualification in health, education or social care <p>Specialist Knowledge/Skills A working knowledge of 'Every Child Matters' Knowledge of relevant child protection legislation and guidelines Awareness of issues of confidentiality Experience/understanding of the following is desirable:</p> <ul style="list-style-type: none"> Basic child development from birth to 5 yrs Assessment of children/families Working with multi-agency teams The range of services available to the child and family with the LA Mental health issues; domestic violence; drug/alcohol addictions. 	<p>Core Behaviours To demonstrate positive behaviours in order to achieve results through:</p> <ol style="list-style-type: none"> Planning for Success Prioritise and plan to deliver business goals whilst making effective and efficient use of resources Driving Great Performance Effective leadership of individuals and the team to exceed results with passion, drive and energy Customer Service Excellence Put the service user at the heart of everything you do Finding a Better Way Find more effective and efficient ways of doing things to enable business growth Communicating with Impact Develop effective relationships with internal and external stakeholders. Coach, listen and share information. Network and influence.

