

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

Title Level	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, 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, Senior Support Workers, 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"> Completes all duties to an acceptable standard within the required timeframe Effectively completes any additional duties/tasks as delegated. 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 Effective relationships with all internal and external stakeholders Compliance with all relevant legislation (such as Health and Safety, Employment, etc) Passes on all relevant information Shares of best practice and knowledge Continuous professional development 	<p>Experience & Capabilities</p> <ol style="list-style-type: none"> Experience of with working with families and children Ability to engage and work effectively with families and children to achieve positive outcomes Ability to observe and effectively record family interactions An understanding of basic child development from birth to five years Can deliver high levels of personalised customer service consistently Ability to support and promote independence Ability to maintain required service levels and standards Excellent communication and interpersonal skills – ability to network and communicate clearly (both verbally and in writing) with service users, colleagues and external agencies Effective team player Ability to work flexibly as and when required Protect service users from harm and abuse Ability to contribute to the development of service provision Day to day decision making abilities Ability to take instruction and work on own initiative Excellent time management skills Ability to identify challenges and suggest solutions Ability to work within guidelines and procedures and ensure the team adheres to these too. <p>Desirable Qualifications/Experience Relevant training/experience in a residential setting NVQ3 in working with children and families or equivalent qualification Computer literate Valid UK driving license (with access to a car)</p> <p>Desirable Specialist Knowledge/Skills Knowledge of relevant child protection legislation and guidelines Understanding of learning disabilities; mental health issues; domestic violence; drug/alcohol addictions.</p>	<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 Driving Great Performance Accomplishes duties 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.