

Job Title:	Support Worker	Job Number:	
Directorate:	Coventry and Warwickshire Mind (CW Mind)	Post Number:	
Services:	Children and Young People's Service	Grade:	NHS Band 5
Location:	Co-Location: Far Gosford Street and Coventry and Warwickshire Partnership Trust		

Job Purpose:

- CW Mind are hosts and the post holder will be expected to work in partnership with CWPT, Education and Social Care.
- To support children and young people with a learning disability, autism or both, who are inpatients or at risk of being admitted to hospital, to ensure children and families get the right support at the right time and that local systems are responsive to meeting their needs in a holistic and joined up way.
- To facilitate transition from the keyworker practitioner to enable a step-down process ensuring continuity of the right system of community services and support to meet the child/young person's needs once keyworking involvement ceases.
- To support children and young people to settle within the community accessing the necessary support.

Main Duties and Responsibilities:

In preparation for the key working pilot submission parent/carer forum representatives, young people with autism and relevant professional partners from across Coventry and Warwickshire were mobilised to discuss a shared vision for the key worker function. People said they wanted the function to:

Navigation and Coordination

- Provide support to access the right help at the right time across complex systems particularly the transition between children and adult's services.
- Build relationships and support coordination across the health, education, and social care system.
- Escalate concerns to the keyworker where actions have been agreed but not implemented.
- Identify and feedback gaps in services.
- Support to navigate statutory and non-statutory services within the community.
- To keep up-to-date records and support the evaluation of the project, providing relevant data and anonymised case studies.

Support at home and in the community as an alternative to admission

- Coordinate care on behalf of the young person and their family to support community living.
- Ensuring Personal Budgets provide identified support for the child/young person's care.
- Ensure appropriate adjustments for the young person are implemented based on their autism profile.
- Support settlement within community support.

Champion of Autism

- Support colleagues across the system to become autism aware and provide autism friendly services.
- Model strategies relevant for children, young people and families with autism increasing levels of understanding.

Flexible and Person-Centred

- Delivery of flexible, personalised and child-centred support, to ensure the complex and often varying needs of children, young people and their families are met.
- Provision of an open and revolving door to allow young people to return and reconnect with their key worker to help with de-escalation, avoid crisis and re-admission.

- Offer flexible service hours and sufficient out of hours provision, to support the flexible, personalised nature of keyworking support provided.

Independence and Empowerment

- Support young people to develop their own solutions, led by their needs, wants and aspirations.
- Encourage young people to develop their own networks of support.
- Contribute to the development of an autism profile that helps an autistic person to understand their strengths and areas of support.
- Provide information, support, and advice to ensure that autistic people can access support they want when they need it.

Support my Voice

- Escalate issues where required.
- Be a trusted person who actively listens and understands the young people and families they are supporting.

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry and Warwickshire Mind health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Coventry Children's Safeguarding Board, Warwickshire Safeguarding and Coventry and Warwickshire Mind policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the Coventry and Warwickshire Mind Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:		Responsible to:	
Date Reviewed	12/10/20	Date Updated	18/10/20

Job Title:	Support Worker	Job Number:	
Directorate:	Coventry and Warwickshire Mind (CW Mind)	Post Number:	
Services:	Children and Young People's Service	Grade:	NHS Band 5
Location:	Co- Location – Far Gosford Street and CWPT, Coventry and Warwickshire Wide		

Area	Description
Knowledge:	<ul style="list-style-type: none"> • A proven understanding of the complex needs and characteristics of children and young people with a diagnosis of Autism and or complex communication difficulties
	<ul style="list-style-type: none"> • A strong holistic understanding of the challenges experienced by Parents of Children and Young People (CYP) with Special Educational Needs and Disability (SEND) and Autism
	<ul style="list-style-type: none"> • Strong, holistic understanding of whole child withing the education, health and care system to fulfil Keyworking function of holding services to account
	<ul style="list-style-type: none"> • Experience of working with children and/or young people with learning disability, autism or both and complex needs and their families
	<ul style="list-style-type: none"> • A proven understanding of the difficulties likely to face children and young people with Autism and or complex communication difficulties
	<ul style="list-style-type: none"> • A proven understanding of strategies and resources that will support children and young people with Autism and or complex communication difficulties
	<ul style="list-style-type: none"> • A proven understanding of the role adults play in supporting children and young people with Autism and or complex communication difficulties
	<ul style="list-style-type: none"> • An understanding of equality and diversity and equal opportunity issues and an awareness of what this involves, e.g. being able to communicate with people from minority groups, people with disabilities.
	<ul style="list-style-type: none"> • Strong understanding of children's mental health strategies and human rights
	<ul style="list-style-type: none"> • Knowledge of Best Practice, Quality Standards
	<ul style="list-style-type: none"> • Legislative knowledge and relevant national policies
	<ul style="list-style-type: none"> • An understanding of safeguarding procedures
Skills and Abilities:	<ul style="list-style-type: none"> • Leading with Empathy/Understanding/Compassion – Believes in an approach that requires an understanding of needs from the perspective of the child, young person and family and advocating on their behalf
	<ul style="list-style-type: none"> • Respect – Respects the opinions and beliefs of the child, hears the voice of the young person and their family and works to ensure they are represented, with a commitment to the principles of child-centred, personalised care
	<ul style="list-style-type: none"> • Positive and Solution focused – Has positive, solution focused and progressive mindset to ensure the best outcomes for the child, young person and their family are achieved
	<ul style="list-style-type: none"> • Commitment – Commitment to ensuring the rights of young people with learning disability and/or autism are protected and enforced and that their views and preferences, and those of their families, are listened to.
	<ul style="list-style-type: none"> • Always learning – Commitment to personal learning and helping the system learn and improve
	<ul style="list-style-type: none"> • Collaborative – Commitment to joined-up, collaborative working to ensure positive outcomes are achieved
	<ul style="list-style-type: none"> • Leading meetings - To be confident to co-ordinate and lead meetings with parents and other professionals
	<ul style="list-style-type: none"> • Strong Interpersonal Skills – Committed to building strong and sustainable relationships by fully listening to the child, concentrate, understand and respond to their needs

	<ul style="list-style-type: none"> Strong Relationships - Skilled in developing and maintaining good professional rapport and relationships to meet the needs of the children, young people and family Communication – Active listening, ability to communicate clearly verbally and writing and keep accurate and timely records, ability to influence, persuade and negotiate. Workload Management - To have good time management, organisational and prioritisation skills, to ensure work under pressure and demand is managed effectively and deadlines met Adaptability - To be confident to work independently, autonomously or be a team player, model strategies and give advice to support children and young people with Autism and or complex communication difficulties Strong boundaries - To be able to work within service and professional boundaries and with supervision when appropriate Resilience - To be able to deal with situations calmly, efficiently and with resilience. Computer Literate - To be information technology proficient and able to manage data bases
Experience:	<ul style="list-style-type: none"> Experience of working with children with Autism, learning disabilities and complex communication and behavioural issues Working with children and young people within the community setting Experience of liaising with multi-disciplinary professionals Experience of dealing with complex needs, unexpected problems, pressure and demands Experience of leading a team around the child or young person and empowering children and young people to actively take part in this process Experience of helping colleagues to develop knowledge and skills to help CYP Experience of working <i>with</i> children, young people, and families in creating sustainable change to the lived experience of the child or young person Experience of problem solving and de-escalation techniques Experience of holistic assessment, unmet needs analysis and working from needs specific support plans Experience of creating and achieving change through solution focussed approach and escalating to team leader and/or key worker when there's a block in the health or social care system
Educational:	<ul style="list-style-type: none"> Higher Level Teaching Assistant, NVQ level 4 in Health and Social Care or equivalent experience relevant to the role <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> Evidence of continuing professional development <p style="text-align: center;">AND</p> <p><i>Evidenced</i> relevant and transferable skills and experience as well as meeting the Personal Specification and core competencies Placing child, young person and family at the centre Enabling direct support Effective communication Challenging and influencing Knowledge a) law and rights b) understanding the system Problem-solving a) individual/family level b) systems level Building strong relationships Coordinating Personalisation.</p> <ul style="list-style-type: none">
Special Requirements:	<p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p> <p><i>N.B For posts subject to Protection of Children and Vulnerable adults please delete as Appropriate</i></p>

Date Reviewed:	12/10/20	Updated:	18/10/20
-----------------------	-----------------	-----------------	-----------------

