

Job Description – Support Worker – West of Scotland Team

Dedicated Support Services at SBH Scotland have the key aims of:

1. Increasing awareness and understanding of spina bifida and hydrocephalus across Scotland so that those affected are empowered and supported appropriately to achieve their potential
2. Offering support to families, children, young people and adults affected by spina bifida and hydrocephalus so that they are empowered to reach their potential

Support Services use a person-centred approach to tailor information and support appropriately according to individual need. SBH Scotland works in partnership with other agencies to provide information and support throughout the lifespan.

An SBH Scotland **Support Worker** offers proactive support to children, young people and adults through a range of groupwork and individual support

Accountable to: Team Lead (West of Scotland)

Place of Work: Dan Young Building Head Office, Dullatur with hybrid home-working model welcomed. Requirement for some travel within the west of Scotland to accommodate needs of families.

Working Hours: 18 Hours per week. The role will necessitate working some hours out with normal office hours, including evening and some weekends

Salary: Circa £21k to £24k Pro Rata (Equivalent 35 hour week full time)

We Offer: Workplace pension scheme, flexible working hours, salary sacrifice scheme, death in service benefit, 30 days annual leave plus 4 statutory days (additional days added after 3 years service - Annual Leave is pro-rata for Part-Time)

Main Duties and Responsibilities:

The Support Worker will:

- Contribute to developing a comprehensive database of resources for children, young people and adults, their families and carers
- Co-ordinate and facilitate groups according to needs, promoting independence, self-management, wellbeing and peer support through making friendships
- Manage a mixed caseload of children, young people, adults, parents and carers as agreed with Line Manager
- Work in partnership with healthcare professionals to support individuals and families at specialist clinics
- Contribute to the West of Scotland team rota to provide cover for the Helpline and Dan Young Building on call rota. Responding to enquiries and requests for support and information

- Have a duty of care in providing a safe, effective and person centred service for all service users irrespective of age or disability
- Be committed to ensure that service users are safeguarded and protected from harm whilst engaged with any of SBH Scotland's services
- Maintain confidential, accurate and up-to-date records and
- Provide regular written reports and other forms of evidence to support evaluation of services.
- Establish and maintain effective communications and working relationships with partner agencies and colleagues.
- Ensure the economic and efficient use of organisation resources
- Maintain & respect confidentiality of service users at all times
- Participate in regular supervision, evaluation and actively contribute to service improvement
- Conduct all activities in accordance with policies and guidelines detailed in the Staff Handbook
- Undertake any other duties commensurate with the role.

Person Specification – Support Worker

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> ➤ Educated to SVQ3/4 level or equivalent level of relevant knowledge/experience. ➤ Experience of working with children & young people and adults ➤ A current full driving license and use of a car own car for business use is required. 	<ul style="list-style-type: none"> ➤ Experience of working with children, young people and adults with special needs
Knowledge	<ul style="list-style-type: none"> ➤ Knowledge of children’s developmental milestones. ➤ Computer literate and able to use databases, social media & mobile technologies ➤ Knowledge and understanding of Child Protection and Protection of vulnerable Groups ➤ Experience of working with children young people, adults and families in a variety of settings 	<ul style="list-style-type: none"> ➤ Knowledge and understanding of Spina Bifida and/or Hydrocephalus ➤ Knowledge and understanding of partner agencies and support networks ➤ Understanding of additional support needs

Abilities and skills	<ul style="list-style-type: none"> ➤ Excellent interpersonal skills and ability to develop constructive working relationships with identified children young people adults and families as well as a wide range of service users, carers and partner agencies. ➤ Proactive, resourceful and willing to contribute to the team in the interests of overall service aims. ➤ Able to make safe judgements in accordance with the organisation's policies on lone working ➤ Ability to make decisions re the reporting of child protection (and vulnerable adults) issues and to ensure that such decisions are made within the context of the organisation's Policies. ➤ Facilitator skills 	<ul style="list-style-type: none"> ➤ Creative skills
Personal Qualities	<ul style="list-style-type: none"> ➤ Good communicator with children & young people, adults, parents and carers ➤ Resourceful and empathic, with a commitment to a person centred approach ➤ A "can do" approach ➤ Enthusiastic and willing to learn 	