


Profile Title:	Support Worker	 BARNSLEY Metropolitan Borough Council				
Reports to:	Operational Manager					
Employee Management:	None	Grade:	04	Profile Ref:	103493	
Purpose of the Post						
<p>To engage and support individual and groups of young people, enabling them to participate in getting their voices heard and have their views taken into account when decisions affecting them and their peers are being made. Advocating on behalf of the most vulnerable and disadvantaged young people who may not otherwise have a voice whilst encouraging them to be active citizens and make a positive contribution to community life</p>						
Responsibilities						
<ul style="list-style-type: none"> Establish contact and maintain relationships with service users through face to face work in secondary schools, youth groups and the community Promote, provide and support opportunities for service users to participate in activity, in groups and on a one-to-one basis that promotes activate citizenship Support service users to explore options available to them and make informed positive decisions, advocating on their behalf where necessary To contribute to the co-ordination, organisation and implementation of local, regional and national tasks and activities which promote and encourage participation and responsibility amongst young people Liaise with professionals from multi agency settings to ensure effective collaboration and appropriate information sharing Support services to enable them to ensure service users have a voice and contribute to their own service design and delivery Support and promote the service and key objectives alongside other team members To act as a positive role model to service users at all times To complete accurate records and evaluations in line with service provision as required Promote and safeguard the welfare of service users at all times in line with local policies and procedures Maintain awareness of policies and procedures which impact on how the service is delivered Assist with continual service improvements to better meet the needs of service users Undertake any other duties commensurate with the role as requested by management 						
Education and Training					Measure	Rank
<ul style="list-style-type: none"> Level 2 in a relevant area 					A/I	E
<ul style="list-style-type: none"> Relevant safeguarding training or willingness to undertake within 3 months of appointment 					A/I	E
Relevant Experience					Measure	Rank

<ul style="list-style-type: none"> • Experience of working with young people in an informal setting • Experience of planning and delivering creative sessions and activities with and for young people • Experience of successfully engaging young people who may be resistant to engage • Experience of working within a team setting and maintaining good working relationships with colleagues and professionals from internal and external agencies • Experience of verbal communication with a range of audiences including members of the public 	A/I	E
	A/I	E
	A/I	E
	A/I	E
	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • Understanding of the needs of local young people including the more complex issues that the most vulnerable young people face in society 	A/I	E
<ul style="list-style-type: none"> • Knowledge of effective strategies to work with young people who are resistant to engagement 	A/I	D
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Ability to communicate effectively and build positive working relationships with service users, colleagues and professionals from internal and external agencies 	A/I	E
<ul style="list-style-type: none"> • Ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. 	A/I	E
<ul style="list-style-type: none"> • Ability to support the delivery of projects / initiatives which meet the expressed and perceived needs / wants of young people 	A/I	E
<ul style="list-style-type: none"> • Ability to plan, deliver and support sessions and activities aimed at engaging service users 	A/I	E
<ul style="list-style-type: none"> • Ability to organise and prioritise workloads and complete delegated tasks 	A/I	E
<ul style="list-style-type: none"> • Ability to accurately record and handle information, ensuring safeguarding of confidential information 	A/I	E
<ul style="list-style-type: none"> • Ability to work flexibly as part of a team 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the role and the council 	A/I	E
<ul style="list-style-type: none"> • Willing to undertake training and work towards continuous professional development in connection with the post 	A/I	E
<ul style="list-style-type: none"> • Work in accordance with the council's vision, priorities, values and behaviours 	I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post 	A/I	E