



Coventry City Council

## Job Description

<b>Job Title:</b>	Support Worker	<b>Job Number:</b>	1003316
<b>Directorate:</b>	People	<b>Post Number:</b>	
<b>Service:</b>	Children's Services	<b>Grade:</b>	3
<b>Location:</b>	City wide but main base is Broadgate House, Coventry.		

### Job Purpose:

To provide appropriate confidential personal and administrative support to a social worker in order to assist in the overall provision of social work services.

### Main Duties and Responsibilities:

- To support a social worker in getting to home visits, meetings and other venues, away from the office base; informing the social worker of any hazards and dangers and taking immediate action to support the social worker to avoid such hazards when identified.
- Support to the social work manager as per the managers Personal Evacuation and Escape Plan, assisting with exiting buildings in an emergency
- To assist a Social Worker by reading aloud, paraphrasing, or summarising case records, correspondence, reports and policy documents, either in person or by recording in an audio format and by describing statistical information and tables and describing pictures and graphs and other visual representations of information.
- To assist a Social Worker where necessary to access computer systems, in terms of operation of software applications, data input and reading and interpreting what is happening on screen
- To assist a Social Worker to maintain an electronic diary, produce and proof read, both on line and paper based case records, letters and reports
- To organise, and maintain efficient and confidential filing systems, both paper based and electronic, and monitor incoming e-mails on behalf of a Social Worker
- Completing mileage claims forms
- Completing Timesheets
- Supporting a social worker to make lunch and refreshments
- Completion of statutory forms manually where electronic versions are not available
- Photocopying
- The post holder will be responsible and accountable for carrying out all the duties and responsibilities of the post with due regard to the City Council's equal Opportunities policy
- To operate the appropriate procedures relating to the recording of client information involving inputting onto Social Service's mainframe computer system
- To comply with the Data Protection Act 1984
- Completion of time sheets for Access to Work
- When social worker is absent then the expectation is that the support worker will support the other team members with general clerical duties e.g typing, filing etc



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

The post holder must comply with Coventry City Council's 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 and 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 Safeguarding boards and Coventry City Council's 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 City Council's Equality, Diversity and Inclusion Policy

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

**Responsible for:**

**Responsible to:** Team manager, Children's Disability Team.

**Date Reviewed:**

**Updated:** January 2021



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## Person Specification

<b>Job Title:</b>	Support Worker	<b>Job Number:</b>	
<b>Directorate:</b>	People	<b>Post Number:</b>	1003316
<b>Service:</b>	Children's Social Care	<b>Grade:</b>	3
<b>Location:</b>	City Wide but main base is 257 Stretton Ave, Willenhall, Coventry, CV3 3HQ		

Area	Description
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<b>Knowledge:</b>	• Understanding the importance and maintain the commitment to confidentiality
	• Knowledge of the reasons for having an Equal Opportunities Policy
	• Knowledge of Information Technology
	• Knowledge of work undertaken by Childrens Services

<b>Skills and Abilities:</b>	• Average literacy and numerous skills
	• Good verbal communication skills
	• Good organisational and time management skills
	• The ability to be able to communicate and engage with children and young people
	• The ability to understand structural oppression and work in a non-judgemental manner
	• The ability to empathise and respect service users
	• An understanding around the importance of independence to a person with disabilities
	• To work effectively with the Manager and her team to provide support and assistance when required

<b>Experience:</b>	• Experience with children would be an advantage
	• Experience of administration and office work
	• Use of office equipment, ie. Computer, photocopier, scanner, phones / laptops
	• Working as a team member

<b>Educational:</b>	• GCSE in Maths or English at C or above
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<b>Special Requirements:</b>	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)
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**Date Reviewed:**

**Updated:** January 2020