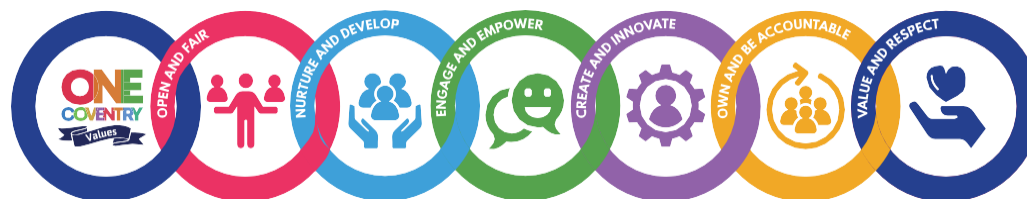


Job Description and Person Specification

Job Title: Support Worker



Job Description

Job Title	Support Worker
Grade	3
Service	Children's Services
Reports to	
Location	Central – Help and Protection
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

To enable a social worker to carry out functions of their role and to ensure statutory requirements to children are met. The role involves assisting with record keeping, attending meetings, taking minutes, and various other administrative duties that would assist the social worker to fulfil their role in help and protection.

Main Duties & Key Accountabilities

- Support in setting priorities for the week, setting prompts where appropriate to ensure tasks are completed.
- Support in preparation of meetings chaired by the social worker, ie setting up meetings with professionals
- Minute take meetings/ Recording of meetings when the social worker is attending.
- Putting notes/minutes onto Protocol (social care computer programme) and understanding the workflow, so records are kept up to date for children. This will also include inputting information provided by the social worker into assessments/ plans/letters/ making referrals for families or the professionals network, ensuring that they are written to an acceptable standard.
- Following the Councils Recording Guidance in regard to keeping children's case files up to date
- Photocopying/ Uploading documents onto children's files.
- 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
- o comply with the Data Protection Act 1984
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Police Health Housing DWP Education Charities or Organisations who provide services for children and their families – e.g MIND, Positive Youth Foundation	Internal Early Help Legal Services Commissioning Team Placements Service Area Teams Help and Protection Teams across the service area Through Care Looked After Children & Permanency Team
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of the work undertaken by Childrens services	
Knowledge of Information Technology and workflows.	
Understanding the importance and maintaining the commitment to confidentiality.	
Knowledge of the reasons for having an Equal Opportunities Policy.	
Skills and Abilities	
Good organisational and time management skills.	
Good verbal communication skills	
Good literacy and numeracy skills	
An understanding around the importance of independence to a person with disabilities.	
The ability to understand structural oppression and work in a non- judgemental manner.	
The ability to empathise and respect service users	
To work effectively with the Manager and team to provide support and assistance when required.	
Experience	
Experience of administration and office work.	
Use of office equipment, ie. Computer, photocopier, scanner, phones/laptops	
Working as a team member	
Qualifications	

GCSE in English at C or above.

Special Requirements

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).

Date Created

March 2023

Date Reviewed