

Employment Support Worker

Job Description

Responsible to: Chief Executive Officer

Hours: 25 hours per week (Monday-Friday 9am – 2pm) **Term time only**

Salary: £9,750.00 (paid monthly over 12 month period)

Location: Weston-super-Mare 4 days + Clevedon 1 day

Job Summary

Working as part of a team in vibrant and busy Children's Centres in Weston-super-Mare and Clevedon, the Employment Support Worker will be responsible for providing person centred support that enables Customer Support Assistants [CSA's] (employees who have a learning disability and/or autism) to carry out their job role.

Duties & Responsibilities:

- Provide support to CSA's in the workplace including: behaviour, appearance, responsibilities
- Provide emotional support for team of CSA's
- Adapt material to enable CSA's to complete tasks as independently as possible
- Support team of CSA's to carry out a diverse range of tasks;
 - monthly CC checks in all 10 centres
 - type up minutes from meetings
 - update policies and procedures
 - reception duty
 - make information packs
 - type up group evaluations
 - petty cash
 - cover health clinic
 - prepare snacks and resources for groups
 - update displays
 - answer centre phones and take messages
 - set up room for groups
 - complete and input information on spreadsheets
 - welcome and deal with queries from the general public and manage visitors who may be challenging in the centre

- Manage and prioritise CSA team workload
- Flexibility to move centre and teams at short notice
- Liaise with children centre management and staff
- Organise team meetings, attend, set agenda, invite team, type minutes and distribute
- Complete supervision with CSA's, set goals/targets and support to work towards these
- Liaise with parents/carers – receive occasional out of hours work calls
- Organise CSA's annual leave
- Complete return to work forms after sickness
- Produce workbooks to support independent working and development of skills
- Support training for team of CSA's
- Be able to deal with challenging situations within the team of CSA's and within the Children Centre's (CC's)
- At times lone work in CC's
- Work across 10 different CC's and nurseries
- Work with CC staff, nursery, WHAT, social care and portage
- Attend council training

General

The post-holder will be expected to adhere to all organisational policies, including health and safety.

Equal Opportunities

The post-holder will be expected to implement NSPF's Equal Opportunities Policy in all aspects of their work.

Confidentiality

The post-holder will be expected to abide by NSPF's Confidentiality Policy at all times.

Safeguarding Children & vulnerable adults

This organisation is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Experience, core values, attitudes and behaviours expected of all staff associated with the role

- Experience of working with adults with learning disabilities and/or autism
- Excellent team working skills and an aptitude for fostering good working relationships
- The ability to develop positive working relationships with co-workers who have a learning disability and/or autism
- Excellent skills in communicating clearly, both verbally and in writing
- The ability to produce accessible (easy read) documentation
- Good IT skills, including word processing.
- Good time management and organisational skills
- The capacity to work under pressure
- A high level of enthusiasm and self-motivation

