

## General Data

**DIRECTION/DEPARTMENT**      **Twin Training International – NCS**

**JOB TITLE**                      **Support Worker**

**REPORTS TO**                    **Wave Leader**

## Overview of the role

Deliver a high quality inclusive and accessible National Citizenship Service (NCS) programme; identify, and find solutions to barriers preventing a young person from fully engaging with the programme and support them to ingrate into a team; maintain proper levels of participant safety, discipline and welfare.

## Responsibilities

- Provide support to a young person/s with additional support needs throughout their entire NCS journey
- Help the young person integrate into a team of other young people while continuing to work as part of a team with other staff members
- Assist and motivate young people to participate to their full potential in a safe, positive and meaningful way
- Depending on the individual needs of the young people, provide support with learning & engagement, mental health, physical disabilities, and personal care
- Complete and maintain the young person's additional support documentation including support plan as required, prior to and throughout NCS
- Quickly build a positive rapport with the young person, and support them throughout the programme (this could include personal organisations, person hygiene & toileting, administering medication and moving & handling of young people depending on your skills and past experience)
- Support Young people with additional support needs based on your skills and availability.
- Work with a young person 1:1 or 1:2 basis depending on the need of the young people. Alternatively, you may work with another Support Worker providing 2:1 care for a single young person with high support needs.
- Schedule and conduct home/ virtual visits with young people and parent/ guardian pre programme start if required
- Contact young people's parent/guardian with regular updates whilst on the programme, following all policies for Twin Group if required
- Liaise with the Assistant Team Leader and co-ordinate the workload with them
- Prepare, plan and adjust activities in advance
- Deliver and actively take part in challenging activities both indoor and outdoor, and lead groups independently with other team leaders when required
- Engage positively with the community partners
- Provide support and direction to all group members if needed
- Support other NCS delivery staff where required
- Monitor young peoples' welfare throughout NCS and to be especially aware of recorded additional needs and risks related to COVID-19, and to follow the procedures in place.
- Liaise and communicate with the NCS Programme Leader, Wave Leaders, other Twin Group staff, Leaders and external organisations on a regular basis.
- Attend staff induction and complete NCS online training modules
- Complete risk assessments including any extra risks
- Implement Health & Safety standards/procedures for each activity/event

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- Assist the Wave Leader as required
- Supervise participants during mealtimes, breaks and free time
- Attend all activity and staff meetings
- Participate in formal and informal observations of activity sessions
- Report accidents/ incidents to the Wave Leader and complete necessary documentation
- Maintain adequate levels of participant discipline
- Wear the Twin NCS uniform and badge at all times whilst on duty
- Any other reasonable/appropriate duties

### Knowledge/Experience required

#### Essential

- Ability to work independently and proactively, within a larger staff team in order to achieve the best results for the assigned young person(s).
- Experience of building positive rapport with young people in a demanding environment.
- A flexible approach to work & the ability to adapt working styles to different environments and teams.
- Strikingly positive and motivated attitude; with a genuine passion for supporting young people with additional support needs to fully engage in NCS in meaningful way.
- Demonstrating a working knowledge of support strategies for a number of different needs
- Ability to suggest and support with adaptations to activities/curriculum in order to make them more accessible for your assigned young person(s)
- Minimum of 6 month's experience of working directly with a wide range of young people with additional support needs. This should be regular experience, at a minimum of 8 hours per week.
- The ability to motivate, challenge and coach young persons
- Excellent presentation, planning, facilitation and communication skills and experience of delivering to small groups or large audiences
- The ability to implement a curriculum and adapt it to suit differing needs
- The ability to influence, persuade and actively listen to others in an effective and engaging manner
- The ability to relate well to young people from a wide range of backgrounds and engage them in activities that support their development
- Demonstrate sensitivity and confidentiality to young persons, parents and guardians and their families
- A commitment to supporting young people and the principles of equality and diversity
- An understanding of the principles of safeguarding and health and safety in a youth setting
- Excellent communication skills; written, telephone and interpersonal
- Clear DBS check and satisfactory references

#### Desirable

- Knowledge of disability legislation and best practice; Child Protection legislation, policy and guidance; Children in Care legislation; and Safeguarding children and young people policy
- Relevant course certification (eg medication awareness / management, moving and handling of a person, both manually and by using a hoist, epilepsy and seizure support, diabetes support) and/or professional body membership, diploma and/or degree in relevant field (eg, physiotherapy, occupational health, nursing, special educational needs qualification)
- A track record of working in a residential setting with young people from a wide variety of backgrounds.
- Experience and/or knowledge of the secondary and higher education sector and youth engagement
- Experience and/or knowledge of the online delivery
- Clean driving licence and access to a car

### Person Specification

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- Ability to see the big picture
- Flexible, enthusiastic and proactive approach to the job
- Confidence in delivering activities, workshops and reflection to Young People
- Excellent communication and problem solving skills
- Good decision making ability
- Good time-management and organisation skills
- Committed to continuous personal and organisational development
- Creative and energetic
- Ability to work within a team and on your own initiative.

#### Key Performance Indicators

- Minimum level of group complaints
- Deliver a high standard of customer service to ensure delivery of customer satisfaction

Twin Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undertake an enhanced disclosure via the CRB, where appropriate.

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

#### **Safeguarding, Welfare and Prevent**

Twin Group is committed to the safeguarding of children and vulnerable adults, the prevention of radicalisation, and promoting the welfare of all of our customers, and we expect all staff and volunteers to share this commitment. Twin Group has as a Safeguarding Policy which all staff must read and comply with. Successful applicants who will work directly with children and/ or vulnerable adults will be required to undertake an enhanced DBS and complete mandatory training.

#### **Equality & Diversity**

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. Twin Training has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this.

#### **Confidentiality**

The post holder must maintain the confidentiality of information about customers, staff and other Twin Training stakeholders. Some work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act (GDPR) at all times.

#### **Health & Safety**

Employees must comply with the provisions of the 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The organisations efforts to promote a safe and healthy working environment can only succeed with the full cooperation of its employees.

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**Flexibility**

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager. The post holder may be asked to carry out any other reasonable and lawful duty or instruction.

**Reasonable Adjustment**

Twin Group will endeavour to provide reasonable adjustments at all stages of our NCS recruitment process for applicants with disabilities or health conditions.

I confirm that I have read, understood and accept the requirements detailed in this job description.

Signed:			
Print name:		Date:	

H.R. Administrator Signed:			
Print name:		Date:	