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| **Residential Family Centre – Career opportunity** | | | |
| **Job Title** | Senior Support Worker (Team Leader) | **Sector** | Children & Family Specialist Services |
| **Region/Location** | Various - North England | East & West Midlands | London & surrounding areas – Residential & community settings | | |
| **Shift Pattern** | Various – Daytime | Waking nights | Mixed | Weekdays | Weekends | | |
| **Responsible to** | Registered Manager | Responsible Individual | | |

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| **Terms and Conditions** | |
| **Employment Basis** | Full time: 40 Hours pw | Part time: 20 Hours pw |
| **Annual Salary** | £27,040 - £31,200 FTE (Depending on experience) |
| **Holiday Entitlement** | 30 days (Excluding bank holidays) |
| **Probationary period** | 6 Months |
| **Notice Period** | 3 Months |
| **Screening** | This position requires an enhanced DBS check.  (Requirement to register your DBS on the live update system) |

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| **Working for Bright Spark Living** |
| **Bright Spark Living** is dedicated to improving the well-being, stability, and safety of families during critical stages of pregnancy, childbirth, and parenting. We offer a range of personalised services designed to address the unique needs of each family, promoting positive healthy relationships, child development, and overall family cohesion underpinned by safeguarding principles.  Our mission is to **B**uild **R**esilience, **I**nspire **G**rowth and **H**elp **T**ransform families for a brighter future. We are committed to providing a safe, non-judgemental, inclusive, and nurturing environment; where families can come together to assess their strengths, overcome challenges, and develop the skills & resources necessary for positive change. Through comprehensive assessments, evidence-based interventions, compassionate support & guidance, we empower families to build strong relationships, enhance communication, and promote the well-being and safety of children in their care with confidence. Our dedicated team of professionals strive to foster a culture of respect, understanding, and collaboration; valuing the individual needs of each family we serve. By offering personalised services such as educational workshops, parenting programmes, and basic life skills, we aim to equip families with the right tools to navigate life's complexities and achieve their full potential. Our overriding priority is to keep families together, one assessment at a time.  We are a new & fast-growing business led collectively by social work industry specialists with several years’ experience. We endeavour to provide a diverse and inclusive working environment, by listening, learning, and acting upon the needs of our staff. Team members are encouraged to be their authentic selves at work; we welcome, respect and value people from all backgrounds. We aim to actively ensure all staff show & receive kindness, empathy & fairness. Our approach to diversity & inclusion is driven by our ongoing and evolving workplace policies in line with current legislation, employee led networks, anonymous feedback & good quality training, support & management. |

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| **Benefits of working for us** |
| * Free refreshments & snacks for all staff * Guaranteed Birthday leave & Gift. * Guaranteed Christmas & New years paid annual leave for all staff (8 days included in holiday entitlement) * Annual Holiday entitlement increases to 33 days after 2 years of service and 35 days after 5 years of service (FTE). * Reasonable & fair shift patterns that make it easier to commute to & from work and promote work life balance for all staff (Flexibility to swap shifts with other team members) * 100% attendance recognition * Staff wellbeing events throughout the year * Team building days. * Continuous training and professional development opportunities * Promotion Opportunities (must have passed probationary period to be considered) * Flexibility to relocate to other sites throughout the UK (when available) * Recognition rewards (based on feedback from service users / management) * Employer Pension Contribution – 3% minimum, matching additional employee contributions up to 7.5% after 3 years of service & 10% after 5 years. * Long Service Awards: Recognition for every 5 years of service. |

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| **Job Purpose** |
| The main purpose of the role is to lead a team of support workers in helping children remain safe & families stay together where suitable. Senior Support workers will review service users assessment goals and action plans in line with the family placement plan, ensuring the correct process is followed and everything is on track. Our teams will work with parents/caregivers to provide the best support, advice, and assistance in the basic care & individual needs of their children. By delivering an impeccable service to the highest standards. Our teams will ensure parents achieve improved outcomes & acquire the desired skills necessary to adequately provide a safe and sustainable family environment. The Team Lead will support senior management by organising and leading the day-to-day shifts in the centre in accordance with the statement of purpose. Seniors will take responsibility for managing daily activities at the centre, co-ordinating safeguarding concerns, support families and ensure the smooth running of the shift, whilst considering service users views. Employees will work alongside social work professionals to provide unbiased, fair, and ethical recommendations, determining whether children need to be placed in local authority care. |

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| **General Duties** |
| * Organise and lead shifts in the centre to ensure families are supported with their individual needs as outlined in their family placement plan. * Ensure staff support families to participate in the routines of the centre and encourage them to take part in the assessment activities and support on offer. * Promote well-being in the centre by ensuring that the environment is free from bullying and prejudice and is a fair place to live. * Support staff in helping families support their babies and children throughout their assessment, including bathing, feeding, safe sleeping and all general care. * Work co-operatively and pro-actively as part of a team supporting colleagues and the Manager. * Ensure that children and families are suitably safeguarded, and risk assessments are routinely updated after any incident. * Ensure there is enough staff to safely cover shifts dependent on the support needs of families at the centre. * Ensure the environment is free from hazards, and daily health and safety checks are maintained. |

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| **Specific Duties** |
| * Ensure families are provided with advice and support in line with their family placement plans, organisational policies, and the good practice requirements of the centre. * Support family assessment social workers by working to their guidelines for assessment. * Ensure children in the centre are safe and protected from harm, and the shift is organised to maximise safeguarding. * Ensure local authority and organisational child protection and safeguarding reporting procedures are followed during significant events. * Ensure teamwork to establish a nurturing relationship with children and their families. * Support the staff team to help families build positive relationships by ensuring the centre environment is free from bullying and prejudice and a safe and fair place to live. * Support the staff to help families resolve conflicts, manage their behaviour safely and acceptably, and ensure that unacceptable behaviour is challenged and addressed. * Ensure families are supported to participate in their local community and attend appointments and health requirements for their children. * Ensure families are supported to provide feedback to the centre and ensure their voice is heard. * Oversee and ensure the centre's records are completed to a high standard before the end of each shift and that written reports are completed on time. * Ensure the routines of the centre are completed daily, including cleaning, maintaining the environment and supporting families to do the same. * Attend shifts as required by the staff rota and take part in the on-call rota and the sleep-in rota, and be willing to work on occasion at short notice (according to individual contract) * Ensure you are fit and well enough to work before attending the centre. If you are unfit to work and unable to attend, please adhere to the sickness/absence policy. * Undertake training as the organisation requires and take responsibility for continuing professional development. * Attending and contributing to regular supervision meetings and completing actions from the annual appraisal. * Supervising staff and ensuring training and annual appraisals are up to date and actions are being addressed. * Working and contributing pro-actively to the team and reporting any concerns about unacceptable staff conduct or standards to your line manager. * Completing monthly audits of the centre as required. * Ensure finances are available and accounted for at the end of each shift. * Adherence to health and safety and workplace policies. * Support the Centre Manager and senior managers with any other duties as required. |

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| **Person Specification** |
| **Qualifications and Education** |
| * Diploma Level 3 in Residential Childcare/ Health & Social Care / equivalent * Or willing to complete the above within 6 months of employment (Minimum 5 years extensive experience within the industry to be considered without qualification) |
| **Experience** |
| * Experience working with children and families is preferred but not essential. * At least 2 years’ experience within the last 5 years working in a similar role such as support or care work for vulnerable/elderly adults will be considered. * Experience in working with children and families * Ability to work as part of a multi-disciplinary team * Record-keeping skills and maintaining confidentiality * Ability to manage own training and personal development * Applied knowledge of child protection and safeguarding  |  | | --- | | **Knowledge and Understanding** | | * The Residential Family Centres Regulations 2002 (amended) 2013 and Residential Family Centres National Minimum Standardsand the social care common inspection framework (SCCIF), Children Act 1989, Working Together to Safeguard Children 2018, Data Protection Act 2018, and Health and Safety at Work etc. Act 1974. | |
| **Skill and Abilities** |
| * Understanding of policy and procedures in relation to child protection and safeguarding children and the reporting process * Understanding of the requirements of care planning and support * Understanding of confidentiality and data protection * Ability to motivate and lead the team in challenging circumstances * Ability to manage organisational deadlines and reporting requirements * Ability to be assertive and confident in managing staff and families * Ability to organise in a highly pressurised environment * Ability to deal with external agencies and external reporting structures * Resilience in addressing workplace issues and maintaining continuity of support to families * Experience in managing challenging or volatile behaviour * Effective oral and written communication skills * Excellent computer skills * Ability to manage, oversee and supervise support workers and guide them in the requirements for assessment. * Ability to drive own/company vehicle (not essential) |
| **Equality and Diversity** |
| * Promote equality and diversity by respecting the rights of others according to legislation and policies. * Develop a culture of non-discrimination that supports individuals' rights and eliminates patterns of discrimination. |

To apply, please complete the appropriate application, along with your CV and submit to:

[Brightsparkliving@gmail.com](mailto:Brightsparkliving@gmail.com)

For further information regarding the business, service, or career opportunities, please visit our website at [www.brightsparkliving.org](http://www.brightsparkliving.org) or call us on 07123456789.