

Job Description

Position Details

Position:	Support Worker – Children’s Services
Directorate:	Children, Young People & Families
Service:	14 + Team
Position no:	BG08157
Grade:	6
Hours of work:	37 per week
Work style:	Agile Worker
DBS required:	Enhanced Disclosure with Child and Adult Barred List
Contact:	Kelly Gibbs – 01495 355520
Date:	11 th June 2026

Politically Restricted? **Yes*** **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: **Team Manager**

Responsible for: Providing a service to children/young people, their families or carers, which will include assessment, planning and direct work with those who are identified as in need of care and support, in need of protection or are looked after, in order to support successful relationships and home environments.

Principal Accountabilities

1. To undertake assessment and provide early intervention and support as part of a plan for individual children/young people.
2. To casehold as necessary and be accountable for the delivery and review of care plans for children in need of care and support.
3. To maintain accurate records in accordance with Directorate Policy, Guidance and Legislation
4. To establish and maintain effective working relationships with service users, carers and colleagues in social services and other agencies.
5. To work effectively as a team member and contribute to the development of the team.

6. To communicate effectively with service users, carers, care management staff and other relevant professionals.
7. To regularly attend and contribute to supervision, team meetings, case reviews and other relevant meetings.
8. To demonstrate a commitment to personal development by participating in training and if appropriate to work towards a relevant qualification.
9. To have knowledge of corporate policies and procedures and to work in accordance with them.
10. To work in an anti-discriminatory way and respect the rights and beliefs of individuals.
11. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
12. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
13. To respond to situations that requires immediate action as directed by your Team Manager or Senior Practitioner.
14. To undertake any duties appropriate to the grade and role, as directed by the Director of Social Services.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
5 GCSEs (or equivalent) A - C grade including Maths and English	Essential	(A)
NVQ Level 3 in Health / Child Care or equivalent	Essential	(A)
2 A levels or equivalent	Desirable	(A)
Experience		
Proven experience of working with children and their families in a statutory setting or within a voluntary organisation	Essential	(A), (I)
Experience of working with other agencies to meet the needs of children and their families	Essential	(A)
Experience of using the Framework for Assessment of Children in Need and their Families.	Desirable	(A)
Knowledge / Skills		
Understanding of the needs of children who are in need of early intervention and may require additional support services.	Essential	(A), (I)
Good verbal and written communication skills with professionals, children, young people and adults.	Essential	(A), (I)
Ability to maintain accurate records in accordance with Directorate Policy.	Essential	(A)
Ability to work to stringent, predetermined time scales.	Essential	(A)
Ability to work independently on the basis of approved objectives.	Essential	(A), (I)
Ability to engage effectively with a range of professionals and agencies to promote partnership working.	Essential	(A), (I)
Ability to work proactively to promote positive outcomes for children and young people and their families.	Essential	(I)
Ability to work as a member of a team.	Essential	(I)
Knowledge and understanding of current research, legislation and good practice in child care.	Desirable	(A), (I)
Personal Attributes / Special Working Conditions / Requirements		
Access to a vehicle for work purposes	Essential	App

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	(A)
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	(PP)
Involves line manager / colleagues in setting and meeting targets	(PP)
Reorganises work when necessary	(PP)
Sees tasks through to completion whenever possible	(PP)
Seeks help if workload becomes unmanageable	(PP)
Uses initiative to report issues that arise that impact on others	(PP)

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	(PP)
Understands that changes are needed if things are to be improved	(PP)
Finds new and creative ways of doing things better	(PP)
Actively seeks to develop own skills and knowledge	(PP)
Learns from mistakes & welcomes constructive feedback	(PP)

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	(PP)
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	(PP)
Understands the links between own professionalism and the possible impact on the Authority's image	(PP)
Has a professional attitude that sets an example to colleagues	(PP)
Takes pride in own work and that of colleagues	(PP)
Is respectful, courteous and helpful at all times	(PP)

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	(PP)
Recognises potential value of others' opinions and actively seeks their contributions	(PP)
Asks for help when necessary	(PP)
Actively seeks to help others	(PP)
Is aware of the impact of own behaviour on others	(PP)

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	(PP)
Makes sure that people are regularly informed	(PP)
Uses appropriate language, gestures and tone when talking with others	(PP)
Checks others have understood & seeks advice when necessary	(PP)
Actively seeks to improve all forms of communication with others	(PP)
Communicates professionally by using formal channels appropriate to the situation	(PP)

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