

## CAMBRIDGESHIRE COUNTY COUNCIL

### PERSON SPECIFICATION

**Job Title:** Community Support Worker  
**Directorate:** Children and Young Peoples Service  
**Service:** Community Support Service  
**Reports to:** Community Support Co-ordinator  
**Grade:** Scale 3/4  
**Location:** Countywide (East Cambs & Fenland, Cambridge City & South and Huntingdonshire)  
**Hours:** Variable

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

#### **Education, Qualifications & Training**

##### Essential:

- Diploma / NVQ 2 or equivalent in Childcare related subject or willing to work towards

##### Desirable:

- 5 GCSE's at Grade C or above
- Diploma / NVQ 3 Childcare related subject or equivalent.

#### **Knowledge & Experience**

##### Essential:

- Demonstrate experience of working with children and young people or with adults with a disability.
- Proven understanding of the principles and limits of confidentiality.
- Give evidence of awareness of the impact of oppression and discrimination.
- Demonstrate understanding of the significance of safeguarding and able to interpret this for all individual children and young people whatever their life circumstances.

Desirable:

- Proven experience of working with children and families with wide a range of complex needs
- Show understanding of the impact of disability on child development.
- Demonstrate working knowledge of theory and good practice in recording and reporting.
- Show confident understanding and knowledge of the importance of adherence to service principles, policies and procedures.
- Prove awareness of the impact of disabling barriers for the child and the family.
- Show understanding and promote the principles of Inclusion.

**Skills & Attributes**

Essential:

- Proven ability to work within professional boundaries and ability to work effectively with other professionals.
- Proven ability to seek and use professional support appropriately.
- Demonstrate ability to show respect for other's feelings, views and circumstances.
- Examples of good listening and communication skills (verbal and written)
- Show ability to communicate and build rapport with both children and young people with varying needs, and their families.
- Experience to share information appropriately with other professionals.
- Proven experience of working independently, to organise and effectively plan own work load and appropriate activities.

Desirable:

- Show a realistic appreciation of the challenges of working with disabled children and young people.
- Proven experience of mentoring skills - able to pass experience and knowledge onto less experienced members of staff
- Demonstrate your commitment to personal development. Regular attendance of supervision and training courses to ensure current and relevant knowledge
- Proven ability to use own initiative whilst working within the limits of the role.

**Cambridgeshire Behaviours (Scale 3)**

Essential:

**Working together**

- I liaise with colleagues and customers
- I carry out my work to standards agreed with my line manager and outlined in my job description

**Integrity**

- I set out clear expectations to others about what I can deliver

- I communicate outcomes effectively

**Respect for others and public resources**

- I act in a considerate way towards colleagues, customers
- I act and respond sensitively when using and working with our resources

**Excellence**

- I consistently meet my objectives
- I can identify and deliver excellent practice in my work

**\* Please note that for linked grades, appointment or progression to Scale 4 is dependent upon NVQ Level 3 Health & Social Care; Children & Young People or equivalent to allow progression and/or extensive and in depth experience of working with children with wide a range of complex needs.**

**Cambridgshire Behaviours (Scale 4)**

**ESSENTIAL:**

**Working together**

- I establish credibility and work co-operatively with colleagues and customers
- I maintain good practice as well as making future improvements

**Integrity**

- I make decisions without bias

**Respect for others and public resources**

- I am aware of the positive and negative impact I can and could make on colleagues and customers
- I am considerate when using and working with our resources, and take responsibility for managing them

**Excellence**

- I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes

**DESIRABLE:**

**Integrity**

- I explain clearly to colleagues and customers how these decisions will impact on service delivery

**Excellence**

- I plan and anticipate changes in working practice