**Phoenix Centre Support Worker (SEMH)**

**Person Specification**

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| Essential | Desired |
| **Experience**   * Substantial experience as a practitioner in supporting children and young people with SEMH (preferably aged 5-11), and confidence in using a child centred approach to work through planning and evaluating practices |  |
| **Qualifications:**   * A relevant Level 3 or equivalent qualification, or in the absence of this, the post holder should be able to demonstrate competence derived from substantial practical experience * Knowledge of safeguarding and health & safety issues & practise | * Recent Hertfordshire STEPS training * Knowledge, training, and experience in Nurture Principals |
| **Skills**   * Basic IT skills to communicate in an office that uses Microsoft Office applications * The ability to co-deliver group work * Confidence in delivering therapeutic approaches in an informed and empathetic manner * Confidence in upskilling and modelling positive behaviour support interventions | * Able to communicate orally and in written form to other professionals |
| **Work-based Knowledge:**   * Substantial understanding of SEMH * Substantial knowledge of effective SEMH-specific interventions * A knowledge of Hertfordshire’s education system * Coherent understanding of Hertfordshire’s Universal, Targeted and Specialist support services | * A knowledge of Hertfordshire’s Behaviour Strategy * The ability to make informed assessments of need, and to formulate appropriate plans |
| **In order to be successful in this role Square 1 Support requires the Support worker to show:**  **Positive Outlook:**  1. Be an active ambassador for The Phoenix Centre both internally and externally  2. Be relied on as a Subject Matter Expert in SEMH and therapeutic interventions  3. Be an engaged and positive team member  4. Strive for and deliver excellence in own work  5. Think creatively and be developing new ideas and strategies  **Accountability**  1. Be impact-focussed and evidence-based in own work, considering the difference your actions will make  2. Always be punctual and conscious of time-management  3. Take ownership for own actions; learning from mistakes and striving for self-improvement  4. Support the development of evidence bases for decisions and/or new pieces of work  5. Support ongoing monitoring and evaluating of what we do in a meaningful and constructive way  6. Be reliable and dependable always ensuring that appropriate action is taken to keep issues on track, escalating where this is appropriate.  **Collaborative approaches**  1. Work effectively with colleagues across Square 1 Support and wider team members, including those of other relevant services, to contribute to team goals and wider organisational outcomes  2. Engage in, and actively seek out, new information relating to your practice and expertise from the wider organisation and other reputable sources  3. Investigate presenting issues and work with others to co-create and co-produce effective solutions  4. Communicate in an appropriate, inclusive way. Treat all individuals encountered on a professional and non-judgemental basis, with respect and warmth  5. Understand and demonstrate agreed organisational behaviours  **Commitment**  1. Be self-motivated and consistently deliver on own objectives  2. Be receptive to feedback and deliver agreed actions on time  3. Recognise, respect and support difficult decisions  4. Comes up with solutions and holds oneself to account  **Personal development**  1. Be open to constructive feedback and personal improvement  2. Support successes in direct peer group and beyond  3. Be willing to work outside of own comfort zone, including being flexible and adaptable to change  4. Positively challenge and engage others in discussions  **Enterprising**  1. Use initiative and creatively look for alternative ways of working while utilising resources and data already available  2. Be open to change and embrace new ways of working  3. Actively participate in areas outside of immediate environment and respond positively to new opportunities  4. Engage with confidence in positive conversations about the work that we do | |
| **Working conditions:**  This post has the following special circumstances:   * Regular travel for which private vehicle mileage is applicable * Occasional out of office hours working * Some lone working created by the work pattern of other members of staff   (Please note: if you have difficulty meeting these conditions because of a disability or family circumstances, these will be discussed with you in order to consider reasonable adjustments to the job or working conditions) | |
| **Relevant Personal Characteristics:**  So that you personally can succeed in this role, The Phoenix Centre requires the candidate to:  a) Demonstrate thorough commitment, understanding and acceptance of the principles and values of The Phoenix Centre  b) Always carry out responsibilities with due regard to The Phoenix Centre’s ethos and commitment to safeguarding  c) Develop close working relationships with existing staff within the organisation | |