COMHAIRLE NAN EILEAN SIAR

JOB DESCRIPTION

Job Title:	Children's Services Support Worker	**Job Number:**	Various
Department:	Education & Children's Services	**Grade:**	F
Location:	Western Isles	**Date:**	2026
Responsible To:	Chief Officer for Education & Children's Services; in the first instance to the ELR Co-ordinator		

Job Purpose

To support the inclusion, attainment and achievement of vulnerable children and young people in school, home and community settings through direct work with children and young people, their families, and other support staff, as part of an Integrated Children's Services approach.

Duties

1. Working in mainstream and enhanced ASN provision, supporting pupils with educational work, under the direction of the class teacher/play leader/tutor/team leader.
2. Assisting pupils and young people with intimate care needs.
3. Assisting in the design and implementation of Individualised Education Plans (IEPs) and attendance at IEP and CSP meetings as required.
4. Supervision of children at intervals and lunch breaks, in school/pre-school or in playground.
5. Assisting in the design of Behaviour Management Programmes for vulnerable young people.
6. Directly managing the behaviour of young people with challenging behaviour.
7. Providing appropriate support to young people as detailed in their Health Care Plan.
8. Undertaking direct instruction of young people within structured intervention eg. ABA, TEACH.
9. Working in family settings and out of school settings to support young people through recreational activities, vocational experiences, group work and independent living.
10. Liaising with families in relation to the behaviour of children or young people.
11. Undertake driving duties, to carry ASN pupils and Adult Services users on routes designated by the service management.
12. Responsibility for the safety of all passengers at all times during transit.
13. Provide assistance to escorts with the transfer of all passengers from homes/establishments to the minibus, where necessary.
14. Providing assistance to the ASN Escorts with the correct use of mechanical clamps, webbing and portable seatbelts to secure wheelchairs and the users to the vehicle floor anchor points.
15. Provide occasional escorting duties during periods of staff absences.

16. Ensure that minibuses and all equipment is maintained in a clean condition in accordance with the standards set out by the Comhairle.
17. Maintain appropriate daily records, including driver safety checks of the vehicle, ensuring records are completed and passed on to the Chargehand Driver at the completion of each shift.
18. Completion of all necessary paperwork, including driving time sheets and vehicle defect report sheets. Chargehand Driver to be contacted immediately following the identification of any safety defects on the vehicle.
19. Ensure that all routine maintenance (eg oil and water checks) is carried out on the minibus and that all faults are reported immediately to the Chargehand.
20. To assist Social Workers, and staff from other disciplines, in the assessment of referrals.
21. To work with individuals and groups (both adults and children) addressing behaviour, relationships, financial and organisational problems.
22. To assess the needs of clients with guidance and support from professional staff (line manager or caseworker).
23. To escort service users to resources, as directed, which may include escorting children in emergency situations and supervision of access visits.
24. To provide support and guidance to children, young people and their families with a view to improving their situation and functioning and to stabilise their domestic situation.
25. To assist workers, psychologists and staff from other disciplines to undertake a wide range of family support activities.
26. To work flexibly alongside qualified Social Workers, and other disciplines, to give practical support and assistance to a range of prospective and approved carers, including adoptive parents, foster, kinship and respite carers.
27. To provide, as required, support to children, young people and their families, with a view to improving a range of outcomes, as per the GIRFEC framework.
28. To work with individual and groups of carers addressing practical, financial and organisational issues.
29. To assess the needs of carers with guidance and support from professional staff (line manager or caseworker).
30. To work with young people on an individual and group basis on issue-based work in relation to social, emotional, behavioural, learning, community and family difficulties.
31. Liaise with school staff, other agencies and families to ensure consistency and continuity of programme interventions.
32. Liaise with colleagues/other agencies as required and maintain good working relationships.
33. To encourage and develop after-school leisure and recreation activities for young people, particularly those who are most vulnerable.



34. To maintain and develop the skills necessary to meet the needs of young people and their families, through participation in personal development, work review and appraisal.
35. To encourage and develop home school links for targeted young people, in partnership with school.
36. To encourage and develop participation by young people in after-school study support clubs, in partnership with schools.
37. To provide, in partnership with other staff and agencies, holiday support programmes for targeted young people.
38. To support schools in promoting student achievement and inclusion strategies for targeted groups.
39. To participate in early identification and intervention programmes by monitoring attendance and liaison with school staff.
40. To contribute to regular progress reports on all young persons.
41. To contribute to development planning and programme evaluation.
42. To carry out such other duties, as may be requested, consistent with the job title.

General Accountabilities

1. To ensure that all information received and disseminated, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.
2. To ensure compliance with Standing Orders and Financial Regulations of the Comhairle.
3. To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.
4. As the Comhairle is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Comhairle's Risk Management Policy.
5. To comply with the Comhairle's Equal Opportunity Policy in Service Delivery and Employment, thereby promoting a fair and quality service to all.
6. To keep under review your own development needs. Learning needs should be discussed and determined at your annual Performance Appraisal and you will be required to undertake training as identified and as appropriate and required for the effective performance of the duties of the post.
7. Any other duties or responsibilities that may need to be allocated from time to time to ensure the efficiency of the service.



COMHAIRLE NAN EILEAN SIAR

PERSON SPECIFICATION

This form lists the essential and desirable criteria required. Applicants will be leeted on the basis of meeting the criteria. Please ensure you complete your application form considering the criteria below.

Job Title: Children's Services Support Worker **Job Number:** Various

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge	E1. Knowledge of educational provision, including post-school provisions. E2. Knowledge of policy and procedure in relation to vulnerable client groups. E3. Knowledge of the roles of other agencies. E4. Good understanding of the needs of children who need to be looked after and/or accommodated. E5. Knowledge of the needs of vulnerable children and young people. E6. An understanding of the impact of poor parenting, abuse and neglect on children and young people.	D1. Knowledge of provision in rural, isolated areas. D2. Knowledge of adoption and fostering. D3. Some knowledge and understanding of the impact of attachment and loss in the lives of children. D4. Some understanding of the role and needs of carers.
Skills and Abilities	E7. Ability to work with and understand young people who may have complex social, emotional and behavioural difficulties. E8. Effective co-ordination of support packages. E9. Ability to understand, promote and engage in good inter-agency working. E10. Excellent written and verbal communication skills. E11. Ability to co-operate with others and work effectively as part of a team. E12. Good interpersonal skills. E13. Ability to make and build up trusting relationships. E14. Ability to work with vulnerable people in a non-judgemental way. E15. Ability to engage in intervention work	D5. Counselling skills D6. Report writing skills.

	with individuals and with groups. E16. Empathy E17. Ability to work closely with a range of different organisations. E18. Commitment to team working. E19. ICT skills- monitoring and maintaining records.	
Education and Experience	E20. Educated to HNC level in a relevant area (Education, Social Work, Psychology or Health) or equivalent vocational qualification or relevant work experience. E21. Practical experience of working with young people who are particularly vulnerable in terms of social, emotional, behavioural, learning or family difficulties. E22. Experience of contributing to assessments. E23. Good communication skills. E24. Experience of multi-disciplinary/inter agency working.	D7. Further education qualification, e.g., HNC/HND, SVQ Care, counselling qualification. D8. Willingness to undertake training. D9. Previous experience of working with vulnerable children and families. D10. Experience of/or qualification relating to work in the residential sector.
Other Factors	E25. Requirement to exercise confidentiality at all times. E26. Full driving licence. E27. Awareness and respect for confidentiality. E28. Flexibility and willingness to work unsocial hours occasionally, including travel to Lewis & Harris and overnight stays in Lewis & Harris. E29. Ability to work on own initiative.	D11. Ability to speak Gaelic. D12. Familiarity with local culture.

