

Post Specification

Date	August 2025
PG Number	8769
Post Title	Support Worker - Neurodiversity and Emotional Wellbeing (Public Health)
Job Family	People Care and Development
Job Family Role Profile	PCD8ii
Final Grade	8

To be read in conjunction with the job support worker role profile

Service Area description

This exciting new role offers the opportunity to work alongside a diverse team of neurodevelopmental (ND) specialists across Cumberland. Based within one of the seven Cumberland Family Hubs, Neurodiversity and Emotional Wellbeing Support Workers (NEWSWs) will work flexibly across all hubs to support children, young people, and families to help us better understand the challenges families face when children have additional needs and contribute to shaping services that meet those needs effectively.

Reporting to the Service Lead, the post holder will be part of a dynamic and supportive team delivering a wide range of information, advice, and guidance to children, families, and practitioners. The post holder will play a central role in improving how Cumberland supports neurodiverse children and their families, helping them navigate both challenges and successes.

Purpose of this post

Following referral from the Single Point of Contact, the post holder will work across Cumberland's Family Hubs providing advice and guidance to parents, carers, professionals and your Family Hub colleagues in order to help them support children and young people ensuring that support is delivered in the most effective way to improve outcomes and reduce reliance on high-cost specialist services.

Key job specific accountabilities

Direct Family Support: Deliver advice, guidance and support in family hubs, Conduct home visits across Cumberland (where capacity allows), Provide sleep support interventions, Offer signposting to relevant services

Professional Collaboration & Development: Work closely with the specialist Neurodiversity and Emotional Wellbeing Team, Write assessments collaboratively with therapy staff, Deliver training for parents, professionals, and settings, Participate in clinical supervision, Inspire and support colleagues across services

School & Education Support: Complete Profiling Assessment Tools (training will be provided)

Resource & Information Management: Find and distribute relevant resources, Provide clear, accessible information, advice, and guidance, Write reports and maintain accurate records, Support reporting pathways and contribute to service reviews

Service Representation: Act as a public face of the NDEW team within the community; Co-create and deliver workshops for families and young people

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	NONE
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Staff Management Responsibilities	NONE
Other	AS PER ABOVE
Essential Criteria - Qualifications, knowledge, experience and expertise	
- NVQ 3 or equivalent in a relevant professional area, social care, education, NNEB, child care - Evidence of on going professional development - Knowledge of current relevant national policies, statutory guidance and legislation in respect of children and young people including child protection - Knowledge of child development 0 – 19 inclusive - Knowledge of managing challenging behaviour - Understanding of working with drug, alcohol, domestic violence and mental health issues - Knowledge of attachment theory and behaviours - Understanding of Equality and Diversity issues - Knowledge of the impact of loss and trauma on children and young people - Experience of working with individual children and young people 0 – 19 their families and/or carers - Experience of working with other agencies and partners to improve outcomes for children and young people - High level of interpersonal skills - Ability to communicate at all levels with effective concise, relevant and accurate material both written and verbal, to meet the individual needs of children and young people and their families - Ability to prioritise and manage work effectively to reach agreed timescales and deadlines - Ability to deal with difficult, sensitive, emotional and stressful work - Ability to risk assess and respond to a range of situations - Ability to work within settings and the community independently - ICT competent in using Microsoft Word, Excel, Email and Internet - Ability to assess, complete and review a needs led child's plan - Good observation and active listening skills - Ability to manage confidential information - Ability to work on own initiative and as part of a team - Professional integrity, reliable, consistent, adaptable and resilient - Ability to motivate and develop others - A willingness to commit to ongoing professional development and training - Ability to show empathy and understanding of other views Desirable - NVQ4, degree or equivalent in relevant professional area, Education, social care, child care - Counselling - Parenting programmes - Awareness of Health and Safety requirements - Knowledge of the way in which partners work e.g. schools, health agencies housing providers - Knowledge of relevant benefit systems and funding sources - Previous experience of working in and a good understanding of the services provided by a Children's Services directorate - Experience of group work - Experience of Parenting programmes - Experience of working with challenging families - Experience of working with children with complex needs - Group work skills including parenting programmes - Awareness of the impact on children of emotional and social circumstances and events - Ability to produce quality court reports - Able to problem solve and offer solution	
Disclosure and Barring Service – DBS Checks	
- This post does require a DBS check. - The level of check required is:	

- DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands	Occasionally job involves some generally distressing situations for others.
Physical Demands	Irregular, modest level of effort.
Working Conditions	Some general abusive language and aggressive behaviour witnessed by but not directed at the Post Holder, 15 – 35% of the time. Please note: occasional evening and out-of-hours working may be required.
Other Factors	
• Able to work flexible and unsocial hours • Ability to travel independently	