

Job Title: Support Worker
Department: Early Years

This is a full-time permanent role of 37.5 hours per week over Monday to Friday based in our Early Years department in Castlemilk. You will be working alongside a great team and reporting to our Early Years Manager.

About Us:

Indigo Group, we are an award-winning childcare organisation that, for over 30 years has made it our mission to empower families to overcome poverty and its challenges through the provision of innovative, family-informed, learning and childcare solutions from birth to 16 years. We are passionate and care for children, young people and their families, keeping them at the heart of our practice. Everything we do is values-led, it drives us, and our behaviours and in turn, creates and embeds the culture we want to see from everyone who is part of Indigo. We adopt a 'Leadership at Every Level' and those with a passion to succeed will have full support and the opportunity to participate in working out with their immediate area if they so desire.

Our values are:

- **Family-centred** – children, young people and their families will be at the heart of every decision we make.
- **Inspiring** – our children, young people and families to be ambitious, curious in learning and to always wonder just what might be possible if...
- **Fun** – our team's happiness is infectious and will create a welcoming and fun experience for every Indigo stakeholder.
- **Nurturing** – we will nurture every child, family, team member and community to help achieve their fullest potential.
- **Innovative** – we will always ask our families and communities what they want and use this with our professional expertise to create transformational solutions.

What you will be doing:

As our **Child Support Worker**, you will be a role model in everything that you do, from promoting our Indigo brand and values to ensuring that everything you do in your role and for Indigo is delivered to the highest standard – the outstanding quality of service for our children, young people, families and our colleagues, ensuring that children and families are at the heart of your decision making.

Key Accountabilities – you will:

- Provide a high-quality, caring, safe and stimulating learning environment that enables children to develop at their own pace
- Plan, observe, assess, track and deliver stimulating, exciting and balanced programmes to support the children's learning in accordance with our Early Years Curriculum ensuring that our needs and that of the children and their families are met
- Ensure that all sessions are safe, fun and inclusive and liaise with external agencies to support children's wellbeing and development
- Contribute to quality improvement and have an understanding of quality assurance systems that we use in Early Years
- Follow and adhere to all policies and regulatory body governance to ensure that it meets the Health & Social Care Standards and SSSC

Parent & CYP Engagement involves:

- Being an ambassador of Indigo when engaging with and supporting parents, children and young people delivering outstanding customer service at all times – from admissions, welcome and throughout their time with us
- Facilitating feedback from parents and children and engaging on family communication and learning platforms alongside supporting and developing parental engagement to involve parents/carers in their children's learning

Administration responsibilities include:

- Ensuring that all children's records and information remain securely stored and information is up to date
- Contributing to policy making and the implementation of our policies and procedures
- Completing regular and all necessary tasks as defined by our Lead Child Development Officer

Training – learning, training and development is important to us, therefore, to support your own learning and development, you will:

- Be required to attend regular training to ensure that all mandatory requirements are met
- Identify any personal and service training that you require for you and your own Continued Professional Development (CPD), highlighting and discussing these with your Lead CDO throughout the year

Health & Safety – you will be asked to follow and adhere to all legal responsibilities and duties as set out under The Children Act (Scotland) 2014 and the H&S at Work Act. You will also ensure you take care of your own safety, that of your colleagues, children and young people and carry out any risk assessments of the environment or planned activities where required.

Knowledge, Skills and Experience – we would like you to have the following:

An SVQ Level 2 Social Services – Children & Young People or equivalent is desirable. Should you not have this, though have the passion to work in childcare and learn, we are always on the look out for people to join us and we will help you train, learn and achieve the necessary experience and qualifications.

- Proven ability to deliver consistent high levels of customer service
- A willingness to learn and to continually challenge yourself
- Excellent communication skills (verbal and written) with the ability to prepare information for internal and external requirements and decision making
- Strong IT skills, particularly MS Office with good attention to detail
- Highly organised and someone who can work independently and equally encourage others to do so
- Ability to work well in a team and show willingness to assume additional or new responsibilities readily

What you will get in return from us:

A salary of £21,255 per annum

Our Indigo benefits include:

- 37 fully paid annual leave days per annum (based on a full-time role)
- Company pension
- Company sick pay
- Enhanced maternity pay
- Access to health insurance
- Discounted gym membership
- Childcare discounts
- Christmas savings club
- Team events
- Access to family support if required
- Indigo branded clothing
- Access to all mandatory, accredited and Indigo specific training courses for free