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1: Written Report

1.1 Introduction

The role i have chosen is a child support worker as it plays a crucial role in promoting the safety, wellbeing and development of children and young people who may be vulnerable due to social, emotional or family difficulties. According to the (national careers service 2024). Child support workers help families access services, safeguard children, and provide practical and emotional support in a range of settings including schools, community centers, and residential care.

This role was chosen because of a strong interest in supporting vulnerable individuals and making a positive difference in children's lives. Working with children requires compassion, patience, and resilience, which are qualities i highly value and aim to strengthen within myself; I'm particularly interested in healthcare and social care because these sectors focus on improving quality of life and protected those at risk.

This role is important because children who experience early intervention and consistent support are more likely to achieve positive long-term outcomes (Department for Education, 2023). Child support workers contribute directly to safeguarding, emotional development, and family stability, which benefits not only individuals but society as a whole, as it stands data from the local government indicates that over 621,000 children were referred to the social services in England last year, which is approximately 1,700 referrals per day (local government assocoiation,2024).

This report will describe the background and duties of the child support worker role, evaluating three key skills required for effective practice, and discuss strategies to improve those skills. The report will conclude by summarizing the main findings and reflecting on the broader importance of professional skill development in child focused roles.

1.2 Description of, and background to, children's support worker in Healthcare

1.2 background .

The child support worker role developed in response to increasing awareness of child protection and safe guarding responsibilities across the UK . Legislation such as the children act 1989 established the principle that a child's welfare must be the paramount

consideration in all decisions (nspcc,2023). As a result, support roles expanded to assist social workers and healthcare professionals in delivering early intervention and preventative services.

My interest in health care connects close with this role because child support work often overlaps with health promotion, mental health awareness, and safe guarding responsibilities, health care settings frequently identify vulnerable children, and support workers help ensure they receive appropriate care and follow-up support. The(NSPCC 2023), highlights the importance of multi-agency collaboration in protecting children, which includes health, education, and social care professional's working together.

Duties of the role .

According to the(national careers service, 2024). And (skills for care 2023), key duties include.

Supporting children with emotional and behavioral difficulties.

Assisting with daily routines and promoting independence.

Monitoring wellbeing and reporting safeguarding concerns.

Maintaining accurate records and contributing to care plans.

Working collaboratively with family and professionals.

One of the most important duty is safeguarding. Protected children from harm is central to the role. If safeguarding procedures are not followed correctly, children may remain in unsafe environments. (The department for education 2023), emphasizes that all professionals working with children have a responsibility to identify and report concerns promptly.

Overview of required skills.

To carry out these duties effectively, child support workers require strong communication skills, empathy, resilience, teamwork, and problem solving ability. Among these communication, empathy, and resilience are particularly critical to safe and effective practice.

1.3 Evaluation of the skills needed for children's support worker in healthcare

1.3 evaluation of skills needed for the role .

Three essential skills for a child support worker are :

Communication skills.

Communication is essential because workers must build trust with children, explain information clearly, and collaborate with families and professionals. (the national careers service 2024) identifies communication as a core requirement for support roles.

Why i choose this skill .

Without effective communication, misunderstandings may occur, safeguarding concerns may not be reported clearly, and children may not feel heard.

How it helps staff.

Clear communication ensures accurate record keeping, effective teamwork, and positive relationships with families.

What could happen if someone does not have these skills.

Poor communication can lead to incorrect decisions , breakdown of trust ,and potential safeguarding failures putting children or families at risk.

Empathy and emotional intelligence.

Empathy allows workers to understand children's feelings and respond appropriately. The (NSPCC 2023) highlights the importance of child-centered practice, which relies on understanding a child's emotional experience, as each case can be completely different and very complex.

Why i choose this skill .

Children experiencing trauma or instability require sensitive, non judgmental support.

How it helps staff.

Empathy builds trust and encourages children to express concerns openly, enabling early intervention.

What happens if they do not have these skills..

A lack of empathy may cause children to withdraw, reducing the effectiveness of support and potentially increasing risk, children like to see and feel like they are cared for even from a care worker it shows consistency.

3 resilience and emotional strength .

Child support work can be emotionally demanding, workers may deal with neglect, abuse disclosures, or challenging behavior.

(Skills for care, 2023) notes that resilience is essential for maintaining professional standards under pressure.

Why i choose this skill.

Without resilience, staff may experience burnout or make errors due to stress.

How it helps staff .

Resilience enables professionals to remain calm, think clearly and follow procedures during difficult situations.

What happens if they do not have these skills.

High stress levels can reduce job performance, increase absent rates, and compromise child safety.

1.4 Strategies to improve the skills for children's support worker.

1 professional training and continuous development.

Attending safeguarding, communication, and emotional intelligence training strengthens knowledge and practical skills. (the department for education 2023), recommend ongoing professional development to maintain safeguarding standards.

2 reflective practice and supervision.

Regular supervision sessions allow workers to reflect on experiences and receive feedback. Reflective practice is widely encouraged within child protection settings (NSPCC,2023).

Example,

After managing a challenging behavior incident, discussing it with a supervisor can identify improvements in communication or emotional regulation.

Why i choose this.

It promotes continuous self-awareness and professional growth.

3 role-play and scenario based learning

Practicing real life scenarios improves communication and decision-making skills.(skills for care,2023) supports experiential learning to develop confidence.

Example,

Simulated safeguarding reporting exercises improve clarity and confidence in real situations.

Why i chose this.

It provides practical application of theory in a safe learning environment.

1.4 Conclusion

In conclusion, the child support worker role is essential in safeguarding and promoting the wellbeing of vulnerable children. The role involves emotional support, safeguarding responsibilities, multi-agency collaboration, and careful record-keeping. Among the many skills required, communication , empathy, and resilience are the most important because they directly influence the safety and emotional development of children.

Strategies such as professional training, reflective supervision, and scenario-based learning can strengthen these skills and improve professional effectiveness. Ultimately, well-trained and emotionally competent child support workers contribute not only to individual children's safety and wellbeing but also to stronger families and communities. Investing in professional skill development ensures that children receive the protection and support they deserve.

1.5 Reference List

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Department for education (2023) keeping children safe in education.

Local government association (2024) children's social care referrals statistics. Available at; <https://www.local.gov.uk> (accessed:6th march 2026).

National careers service (2024) family support worker/child support worker job profile.

NSPCC (2023) safeguarding and child protection guidance.

Skills for care (2023) developing resilience in social care workforce.