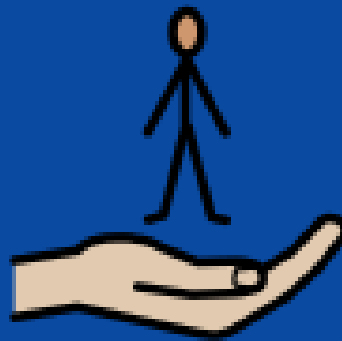




# WORKERS WHO SUPPORT US



**A RESOURCE FOR SERVICES DEVELOPED BY  
STUDENTS WITH SEND IN LEEDS**



# WORKERS WHO SUPPORT US

Students from specialist schools took over the SEND Partnership Board on the 29th November 2022. Students spoke about the different workers who support them in the lives and what qualities they feel are important for these workers to have.

This resource has been developed by students from Broomfield South SILC, West SILC, East SILC and the SEND Youth Forum to enable teams and services to understand what qualities are important to young people for workers to have.

Ways you can use the resource:

- share with colleagues
- in the recruitment process
- training for staff

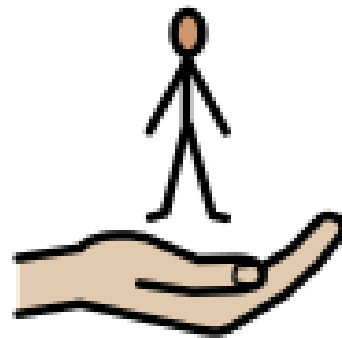
We would like to hear from you about how you have used our resource and if you have any feedback.

Email: [VIC@leeds.gov.uk](mailto:VIC@leeds.gov.uk)

# CONTENTS

## Contents:

- Councillor
- Doctor
- Nurse
- Paramedic
- Therapist
- Medical Practitioners
- Dentist
- Class Teacher
- Teaching Assistant
- Staff within Learning Settings (teacher / SENCo)
- Social Worker
- Activity / Youth Worker
- Shop Worker / Receptionist
- Bus Driver
- Fire Fighter
- Police Officer



# COUNCILLOR



**Good communication**

**Honest**

**Likeable**

**Respectful**

**Helpful**

**Patient**

**Understanding**

**Passionate**

**Polite**

**Visit us in our school settings to hear our views**

# DOCTOR



Be patient with me

Calm

A good listener

Kind and gentle

Be respectful

Happy / smiley

Know about me and my needs

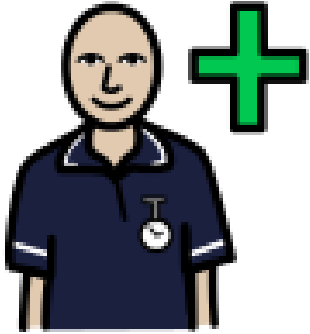
Appointments to run on time

Explain what you are doing and why

Talk to me as well as my parent / carer

Good communication

# NURSE



Be patient and take your time with me

Talk to me as well as my parent / carer

Be happy and smiley

Explain what you are doing, why you are doing it and ask my permission before carrying out assessments

Provide eye-contact whilst talking to me

Friendly and approachable

# PARAMEDIC



**Gentle**

**Friendly**

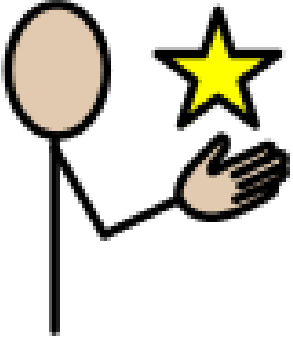
**Calm**

**Talk clearly, and explain what is happening**

**Good listener**

**Smiling – even when under pressure**

# THERAPIST



Be professional

Empathetic

Caring

Friendly

Be patient with me

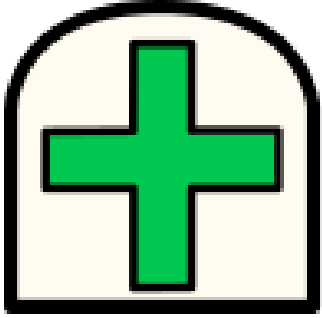
A good listener

Passionate

Eye-contact



# MEDICAL PRACTITIONERS



Ask me if I am ok

Explain what you are doing, why you are doing it and ask our permission

Friendly and calm

Talk to me as well as my parent / carer

Know about me and my needs

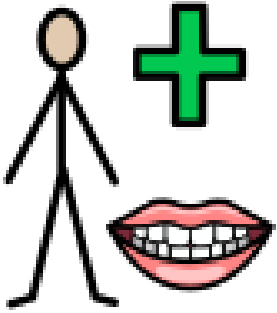
Clear and concise, explain things in a way that I will understand

Be non-judgemental

Patience

A good listener

# DENTIST



Take your time with me - don't rush

Be mindful of my worries and fears

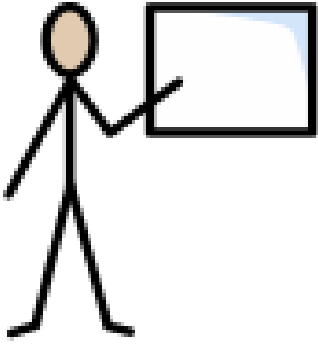
Demonstrate how to do things as well as telling me i.e. flossing, brushing teeth

Good communication

Provide a calming environment i.e. calming music

Explain what you are going to do, why you are doing it and ask my permission

# CLASS TEACHER



Friendly and approachable

Confident

Be respectful

Good listener

Polite

Happy and kind

Explain tasks to me clearly – provide extra support if I need it

Keep calm in stressful situations

Be a trusted adult

Have time for me

Caring

# TEACHING ASSISTANT



**Be supportive**

**Good listener**

**Be patient with me**

**Respectful**

**Provide one to one support**

**Keep calm**

# STAFF WITHIN LEARNING SETTINGS



**Kind, friendly and caring**

**Relatable**

**Listen and respond**

**Patience**

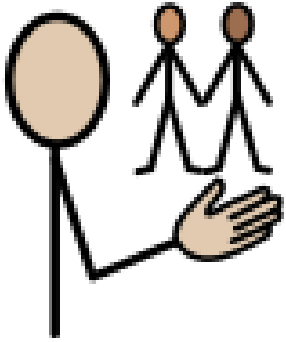
**Understanding of my needs, behaviour  
and the support I need**

**Considerate – know my needs and how  
they are to be met**

**Trustworthy**

**Approachable**

# SOCIAL WORKER



**Listen to me and respect what I have to say**

**Explain what is happening and what you are going to do**

**Be mindful**

**Kind and caring**

**Be honest**

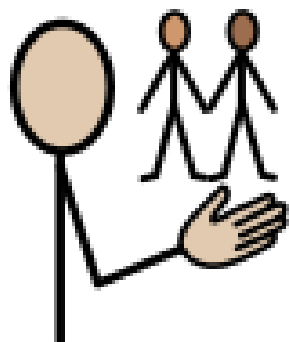
**Respect everyone living in my home**

**Happy and smiley**

**Be understanding**

**Honest and trustworthy**

# ACTIVITY / YOUTH WORKER



**Fun, happy and smiley**

**Kind, friendly and caring**

**Patience**

**Enthusiastic**

**Adaptable**

**Know me, my needs and how to support me**

**Reliable**

**Understanding**

# SHOP WORKER / RECEPTIONISTS



**Friendly and helpful**

**Be patient with me**

**Happy and smiley**

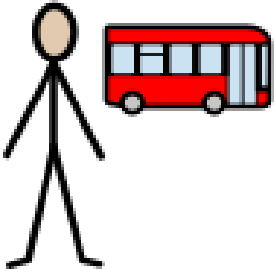
**Talk to me directly**

**Speak clearly, and help me if I am  
struggling i.e. counting money**

**Be polite**



# BUS DRIVER



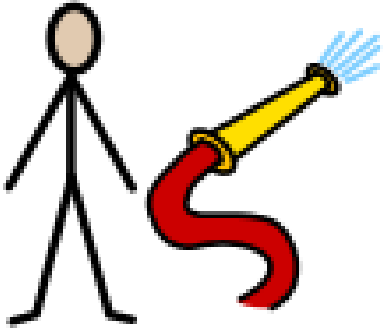
**Be happy and smiley**

**Explain ticket prices clearly if I ask,  
and don't be abrupt**

**Polite and respectful**

**Say hello and goodbye**

# FIRE FIGHTER



**Caring**

**Talk to me directly, giving eye contact**

**Calm in stressful situations**

**Respectful**

**Explain to me what is happening**

# POLICE OFFICER



Friendly, approachable and kind

Visible on our streets and speak to me when you see me

Calm

Respectful

Polite and helpful

Happy and smiley

Good at talking and communicating