



CHILDREN AND FAMILY COMMUNITY SERVICES

FAMILY SUPPORT WORKER – STRONG FAMILIES TEAM

GRADE - HOME STAFF SALARY POINT 175 TO 186

JOB DESCRIPTION

JOB SUMMARY:

To work as a Family Support Worker as part of the newly establishing Strong Families Team. The team will provide intensive family support to people experiencing multiple disadvantage, with the aim of improving long-term outcomes for children in need and their families.

RELATIONSHIPS:

The Family Support Workers will report to the Strong Families Team Manager. The post holder will need to work effectively in partnership with professionals from other agencies, as well as with the children, parents/carers and extended family members of the families they support.

JOB PURPOSE:

- To work in partnership with families who are experiencing multiple disadvantage, in order to achieve positive outcomes for the whole family.
- To be committed to working with the whole family through the development of effective relationships with children, parents/carers and wider family members. Using strengths-based approaches to motivate, encourage and support families find solutions to the problems they face and make a positive difference to their lives.
- To work in partnership with other relevant agencies and assist families to build and maintain effective relationships with them.

MAIN DUTIES AND RESPONSIBILITIES:

- Work intensively with families experiencing multiple disadvantage, finding solutions and effecting change through work with all relevant family and extended family members.
- Plan, deliver and evaluate outcome-focused interventions aimed at effecting long-term change.
- Work with families in their homes and in the community to address areas of disadvantage, which may include: poor school attendance and/or exclusions from school, employment issues, offending behaviour, anti-social behaviour, domestic abuse, substance misuse, debt, money management problems or housing issues.
- Responsible for working with appropriate partners to deliver interventions in these areas as well as having direct involvement through, for example liaison with school and other education providers, working with providers of employment based initiatives.
- In partnership with families and other agencies, carry out comprehensive assessments for all individuals within the family, considering both their individual and collective needs. Through this process identify and understand the family's strengths and challenges and analyse this information in order to develop appropriate support plans.
- Work in partnership with families in a persistent and proactive way, employing a range of creative approaches to positively engage with families who may be reluctant or unwilling.
- Support family members to develop skills which will enable them to carry out household tasks such as budgeting, basic healthcare and hygiene, establishing routines.
- Support engagement with universal services such as GPs and dentists, support attendance at appointments and help to increase parenting confidence and capacity.
- Use a whole family approach to develop empowering relationships so that families can become more resilient and independent, and their need for support services can be reduced over time.
- Advocate for families where necessary and mediate with other essential services where relationships are difficult or have broken down.
- Work in partnership with practitioners from other agencies, help to co-ordinate services and support a whole family approach to multi-agency working.
- Have an understanding of child protection issues when working with families and be able to implement procedures as necessary in discussions with line managers and allocated social workers.

- Coordinate and monitor Child In Need plans and ensure agreed recording processes and protocols are followed and that information is shared appropriately.
- Keep up-to-date and accurate case notes detailing interactions with families and other services, in line with the policies of the Committee.
- Make consistent use of agreed outcome measures with families at the start, during and at the end of involvement, contributing to the evaluation of services, both through completion of agreed monitoring tools and contribution to case studies.
- Demonstrate a commitment to continuous professional development through accessing appropriate training.
- Participate in multi-agency skill sharing opportunities by providing training, coaching and other learning and development opportunities as required.
- Be responsible for handling designated amounts of petty cash, receipting monies as appropriate and conducting such transactions in accordance with financial regulations.
- Participate in regular individual and group supervision.
- The nature of the work will sometimes involve supporting families outside of normal working hours, i.e. evenings and weekends, in order to ensure high quality support to families in times of need.

KEY CRITERIA

ESSENTIAL

1. Previous experience of working with children and families in a social care setting and/or previous practical life experience in a caring role.
2. Excellent written and oral communication skills including the ability to produce reports and maintain clear and accurate records.
3. Ability to carry out assessments, formulate action plans for support and report outcomes.
4. Ability to use outcome monitoring tools with families to support the monitoring and evaluation of the project and produce accurate data.
5. Be able to develop good and effective relationships with service users and partner agencies.

6. Be willing and able to work flexible hours, including some unsocial hours, as required by the post.
7. Be willing and able to undertake training.
8. Possession of a valid clean driving licence and access to a vehicle.
9. Level 3 qualification in a relevant subject e.g. social care, health or childcare, or substantial experience in providing direct support to children, young people or families.

DESIRABLE

10. Knowledge of relevant legislation, associated regulations and guidance in relation to child protection, adult safeguarding, housing, information sharing etc.
11. Experience of delivering parenting programmes such as Incredible Years and Triple P.
12. Good knowledge and understanding of child development and child protection issues.

KEY COMPETENCIES/BEHAVIOURS:

1. Ability to create good working relationships with children, young people, carers, families, colleagues and other professionals.
2. Ability to work with complex issues and analyse information.
3. Ability to develop self and others.
4. Confront and deal promptly with inappropriate language or behaviours, including bullying, harassment or discrimination and to working in partnership with families.
5. Take responsibility for creating a working environment that encourages equality, diversity and inclusion.
6. Focus on the overall goal and intent of what they are trying to achieve, not just the task.
7. Monitor that all data and information storage adheres to the organisation's data protection and confidentiality policies.

LEADERSHIP:

1. Develop an understanding of own role and how this contributes to the priorities of the team and the Committee's priorities.

2. Actively seek out and share experience to develop understanding and knowledge to inform own work.
3. Review working practices and come up with ideas to improve the way things are done.

TEAM WORK:

1. Ability to take opportunities to regularly communicate and interact with colleagues, helping to clarify goals and activities in order to achieve positive outcomes for children and their families.
2. Understand what is required of them in their role and how this contributes to the priorities of their team and the wider organisation.
3. Be open to taking on different roles.
4. Recognise and take time to achieve own learning and development objectives.
5. Put forward their own views in a clear and constructive manner, choosing an appropriate communication method, e.g. face to face / telephone / email.

ACCOUNTABILITY:

1. Work in an organised manner using own knowledge and experience in order to work efficiently and effectively.
2. Take responsibility for the quality of own work and keep manager informed of how the work is progressing.

CHECKS REQUIRED:

1. Satisfactory police check.
2. Children and family service client check record.
3. Satisfactory occupational health check.
4. Submission of a valid Housing Control 'Right to Work' document/ Population Control Resident Certificate or Employment Permit.
5. Submission of an original birth certificate or passport.
6. Submission of an original document of any relevant qualification, and registration with a professional body.

