



JOB DESCRIPTION

DIRECTORATE Children's Services	SECTION Family Support & Safeguarding / Corporate Parenting / Family Wellbeing (Early Help)
JOB TITLE Family Support Worker	GRADE Level 6
REPORTING TO: Team Manager	
Responsible for: Providing support to families, empowering them to address various challenges, reducing problems and risks. You will help improve the overall quality of life for children and young people up to the age of 18 years through the provision of a high quality, planned and time limited service within the home, community and other settings.	

1. Job outline and Purpose of role

The main duties and key responsibilities of this role is commensurate across Children's Services applying the skills and competencies in different areas across the service to ensure that children and young people are safe and their outcomes enhanced.

2. Purpose of Role

As Family Support Worker you will work intensively with a small number of families, using evidence-based methods of intervention to support positive change for children, young people and their families.

You will form purposeful relationships with families, working in a strengths-based way, using Signs of Safety to support families to keep their children safe, develop their parenting skills and improve school attendance. You will also support families to access appropriate specialist support, such as drug and alcohol services, or mental health services etc as necessary. You will work as part of a team providing specialist interventions and also provide advocacy for the family as required

3. Main Duties and Key Responsibilities

Carry out the duties and responsibilities under a range of legislation including the Children Act 1989 and 2004, Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009 and Working Together to safeguard children.

Build effective and purposeful relationships with parents, children and young people using a strength-based approach to help, motivate and encourage behaviour change that is underpinned by a commitment to safeguarding and promoting the welfare of children.

Work in partnership with other agencies and social workers to assess and plan appropriate support, regularly reviewing family's interrelated strengths, resources, needs and risks using a Signs of Safety and a trauma informed approach.

Provide community-based support and opportunities for children, young people and their families. Supporting children to live within their family wherever possible. Refer or signpost parents, to other services (generic and specialist) with consent where appropriate,

Work as outlined in the plan for the child, young person or family (Early Help, Children in Need, Child Protection, Children Looked After, multi-agency panels) Agree with families and other agencies the aims and the purpose of your involvement, setting out, clear outcomes and improvements expected from the intervention

Work positively with children, young people and families, in partnership with other agencies, to coordinate intensive support to meet identified support needs for families who are experiencing difficulties.

You will use evidence-based methods of intervention working with young people and their carers or families. Success will be measured by positive outcomes for young people such as improved relationships between young people and their carers or family, safeguarding young people, engaging young people in learning, attendance, and generally improving behaviour, health and wellbeing for young people, and by raising participation in employment, education and training post 16.

Act as key worker/lead professional for families, attend meetings with the family, including Child Protection Conferences, Children in Care and Children in Need reviews as required.

Compile court reports and attend court to give evidence when requested to do so.

Provide practical and emotional support to the family when a child is diagnosed as having a disability, life limiting illness or following the death of a child or parent.

Provide support to parents who, due to their own physical or mental health, disability, learning difficulties or substance misuse/abuse, are experiencing difficulties in parenting.

Alert Social Workers of any concerns immediately.

Complete accurate and up-to-date records in line with our recording policy.

Ensure you're up to date on your knowledge of local service provision for appropriate signposting and referrals.

Help deliver evidence-based parenting programmes as required.

Work flexible hours as befits the needs of the service. This will include working outside of normal office hours, including evening and some weekend work.

Operate within legal, ethical and practice boundaries when working with families.

Develop and maintain skills, knowledge and competence.

Develop anti discriminatory practice and ensure work is accessible to young people from all minority groups.

Undertake regular supervision and relevant training, to enhance personal skills and professional development.

Be responsible for Health and Safety and Safeguarding of all young people with whom you work.

To be aware of and understand the council's Equality schemem and ensure at all times the duties of the post are carried out in accordance with the policy.

Comply with legal obligation (**DATA PROTECTION ACT 1984**) not to use or disclose any personal information that comes into their possession in the course of their duties in any unauthorised manner. Duties and obligations under the Act that relate to this particular post will be explained to the post holder upon appointment to this post.

4. GENERAL

This job description is not a complete list of duties but gives a general indication of the range of work undertaken. It will vary over time as demands and priorities change. The management team structures within Childrens' Services operate with a high degree of collaboration and flexibility, and post holders are expected to undertake any other duties commensurate with the general level of responsibility of the post.



PERSON SPECIFICATION

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QUALIFICATIONS – ESSENTIAL AND EVIDENCED	
Good all round education with possible qualification in work with children or young people to a minimum NVQ Level 3 or 4 (or working towards this).	
KNOWLEDGE AND EXPERIENCE - ESSENTIAL	
<p>Experience of practical aspects of childcare, domestic routines, health and hygiene.</p> <p>Proven experience of working directly with children and families in difficult situations.</p> <p>Some experience of acting as a lead professional or key worker for a child or family.</p> <p>Experience of working with adults (group work with adults would be desirable).</p> <p>Experience of using IT systems (email, word processing & spreadsheet).</p> <p>knowledge of child development, safeguarding children and working with children and families.</p> <p>Knowledge of good parenting and the risk factors that poor parenting and adults with multiple problems may present to children.</p> <p>Knowledge of universal, statutory and voluntary services and their role in promoting the welfare of children, young people and their carers.</p> <p>Interpersonal Skills</p> <p>Able to resolve confrontational situations in a respectful manner and retain the trust and respect of the people you are working with.</p> <p>Able to listen and build consensus with a range of organisations and people.</p> <p>Tenacity to achieve against the odds.</p> <p>Ability to identify, encourage and facilitate positive improvements within the family.</p>	

Ability to form positive working relationships with other agencies and professionals involved with a family.

Practical

Effective verbal and written communication skills with range of people and in different styles.

Ability to practice in a way that safeguards children.

Ability to prioritise and work under pressure but have the confidence to identify when you need help.

Ability to work alone whilst ensuring your working practices keep you and your colleagues safe.

Ability to share and learn from good practice.

Ability to develop effective plans and review them.

Ability to fulfil key worker/ lead professional role.

Ability to deliver a range of evidence based interventions including case work and evidenced based parenting groups

Additional requirements

Willingness and ability to work flexibly around the family's needs which means some early mornings, evenings, weekends and possibly bank holidays determined by the individual needs of the family.

Occasionally transporting children and/or adults.

Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).

To be able to demonstrate a working knowledge of equal opportunities principles and a commitment to working in line with the council's Equality and Diversity Policies.

COMPETENCIES

Team Working ~ Assists team members through mentoring and longer-term assistance, encourages and empowers others

Strengths based / outcome focused ~ sets challenging goals for self and others and identifies opportunities and barriers and deals with them to achieve service delivery

Problem solving & judgment ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions

Planning & Organising ~ Prioritises and organising work for self and others, makes plans to meet the longer-term requirements of the team

Business Awareness ~ Understands the contribution the role makes to the service and organisation as a whole, thinks outside own area to appreciate the aims of other services.

PERFORMANCE MEASURES

- Quantifiable objectives ~ e.g. number of children and families you are working with, impact evaluation of service delivery, quality of records, etc
- Feedback from children, young people and families, colleagues and partner agencies
- Key Performance Indicators (assessment timescales, contacts and referrals managed in a timely manner)
- Line manager assessment

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.

The entering of your name and date below will be treated as your signature for declaration purposes.

Effective Date:

Issued on:

Name:

Date: