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| **Job Description** |
| **Post title** | Family Support Worker |
| **JE Reference No** | N9849 |
| **Grade** | Grade 6 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Early Help Inc & Vnble Children, One Point & Think Family Service |
| **Reporting to** | The postholder will report to the Senior Key Worker. |
| **Location** | Your normal place of work will be any One Point Hub, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | Subject to service needs, this post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Some families in County Durham experience a range of factors which place outcomes for their children at risk. These include poverty, parental substance misuse, domestic abuse, crime and/or anti-social behaviour, poor school attendance and worklessness.

The aim of the Family Support Worker is to provide practical help at the earliest opportunity, to enable these families to make significant and sustainable changes that will impact positively upon themselves and their children. To do this the Family Support Worker will provide practical help to families that is agreed as necessary between the family and the Senior Key Worker/Key Worker.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily accountable for:

* Provide practical help and intensive interventions to families that contribute to meaningful positive change. This may include supporting families to make and attend appointments, modelling appropriate actions and behaviours and assisting the necessary day to day activities that enable families to progress and maintain positive outcomes
* Develop and use a range of approaches to engage and build an effective working relationship with parents and families, enabling positive change to take place for themselves and their children
* To work with parents, empowering them to enable them to identify, acknowledge and meet their own and their children’s needs, develop life skills, make and sustain effective change and reduce vulnerability
* To work within the Single Assessment Framework and ‘Team around the Family’ processes, to contribute to whole family assessments and family plans and liaise with other relevant partners as appropriate
* To participate in and adhere to Safeguarding procedure as defined by the Local Children’s Safeguarding Boards Policy and Procedures
* To work with the family, the Senior Key Worker/Key Worker and other colleagues to develop planned interventions with a clear focus on SMART outcomes; this will set out what changes in behaviour are expected and the appropriate support required
* To work in partnership with children, young people, and their families in contributing to plans which focus upon strengths and wishes
* To monitor and review progress against agreed goals and challenge where appropriate
* To contribute to a planned and timely exit strategy for the family including the appropriate use of Community and Voluntary organisations and/or the Community Family Hub
* Provide support to improve relationships within the family, the family network and the local community
* Advocate on behalf of the family in engaging positively with and shaping the services and responses of agencies, organisations and other professionals who have a role in meeting the family’s needs
* Work with parents and families to develop confidence to engage with services and other support from the statutory, voluntary and the independent sector
* To plan and deliver innovative support and evidence-based intervention packages to children, young people, parents and carers including facilitating parenting programmes to support parents to develop their parenting skills and aspirations
* Providing opportunities for adults to participate in activities that improve their personal skills, education and employability
* Enhancing parents’ understanding of their responsibilities for their children’s safety and well-being
* Delivery of a range of evidenced based parenting programmes and interventions
* To ensure that accurate records are maintained which reflect decision making and to prepare and present reports where appropriate
* To ensure that children, young people, their families and carers views are at the centre of the service and promote their participation in all aspects of service delivery
* Be accountable for and review own practice using supervision, reflective practice and other opportunities for continuous professional development
* To work flexibly to meet the needs of children and families, including some evening and weekend working

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Level 3 qualification in a relevant children’s services field
* Evidence of continuous professional development
 | * Level 4 or higher qualification in Early Years/Childcare/Education/ Social Care/Community Engagement or Health.
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| Experience | * Recent experience of working and supporting vulnerable children and families in the home and community settings
* Experience of delivering planned interventions using evidence-based practice leading to improved outcomes
* Experience of working as part of a multi-disciplinary team
* Experience of partnership working to achieve desired results
* Experience of responding effectively to safeguarding issues and concerns
* Experience of group facilitation
* Experience of working with a range of professionals, external partner agencies and service providers.
 | * Experience of delivering and reporting on outcomes
* Experience of evidence-based parenting interventions and programmes.
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| Skills & Knowledge | * Knowledge of the physical, emotional, intellectual and social needs of children and families
* Integrated multi agency working processes and practices for safeguarding children, young people and vulnerable adults
* Values and principles underpinning whole family intervention
* Persistent and proactive approaches in engaging families
* Understand the nature of effective relationships
* Establish and maintain professional boundaries
* Understand information sharing, consent and confidentiality
* Goal planning, monitoring and review processes
* Problem solving skills – ability to be innovative and find creative solutions to implement change
* The range of evidence-based programmes, interventions, services, networks and community resources available, and how to access them
* Child, young person and adult development
* Change theory
* Strategies to build parental self-confidence, capacity and resilience
* Father inclusive practice
* Ability to manage time effectively, prioritise, co-ordinate tasks and meet deadlines
* Knowledge of Safeguarding
* Proven verbal and written communication skills
* Negotiation and mediation skills
* Effective interpersonal skills including ability to work effectively as part of a team and in partnership with a range of external agencies
* To be able to demonstrate at all times the requirement to focus on the needs of the child and family
* The ability to reflect and evaluate to improve working practice.
 | * A sound understanding of statutory and voluntary provision for children and families at a local level
* Ability to demonstrate knowledge and understanding of key policies affecting families and children
* Experience of working in an outcomes focused environment
* IT literate – Microsoft packages (Word, Excel, PowerPoint, email).
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| Personal Qualities | * The ability to work flexibly to meet the needs of the Service
* Non-confrontational approach to problem solving
* Open, honest and assertive manner
* Supportive and challenging
* Ability to respect confidentiality
* Commitment to high quality service delivery
* Good team player
* Enthusiastic
* Persistence
* Empathy and positive regard
* Warm, respectful and sensitive
* Reliable
* Strong sense of Self
* Capable of independent travel to meet the requirements of the post.
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