



## **JOB DESCRIPTION**

### **Senior Family Support Worker Douglas, Isle of Man**

**HOURS:** Full time 37 hours per week

**GRADE:** Grade 3

**REPORTS TO:** Service Manager

**LOCATION:** Douglas

#### **AIM**

To support the management and delivery of the Family Support Service ensuring the service delivers timely, time limited targeted support to families where children have additional needs (CwAN) supporting them to reach their full potential. The post holder will hold a reduced caseload and supervise a small number of Family Support Workers.

#### **Principal Accountabilities:**

1. Plan creative and innovative responses to families' needs, and supervise the delivery by Family Support Workers of family support interventions and activities in the home and community, using various parenting models and programmes.
2. Work with the Service Manager to manage, allocate and review referrals appropriately.
3. Work with Family Support Workers to assess the needs of the families referred for support, and to agree with family's ways in which they can be assisted.
4. Assist Family Support Workers to draw up action plans with agreed targets, and to measure progress against these using Family Star.
5. Work closely with partner and other agencies, to ensure that local families receive appropriate support and achieve improved outcomes, and are referred to other services where appropriate.
6. Make a positive contribution to local multi-agency partnerships and local networks that support parenting, and to the development and delivery of multi-agency plans.

7. Support, supervise, and appraise a number of Family Support Workers; and share knowledge and skills with them to enhance their professional development.
8. Regularly audit case files to ensure a high standard of case recording and report writing by Family Support Workers, and that all their work is carried out in a manner that is consistent with Family Action's policies and procedures.
9. Assist the Service Manager with monitoring reports for commissioners, and to draft budgets for approval by senior management and to monitor and control expenditure (ensuring proper petty cash records are maintained).
10. Attend and participate actively in team meetings and other meetings as required by the Service Manager.
11. Take responsibility for your own personal development.
12. Actively take part in Family Action's formal appraisal process and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.
13. Keep abreast of developments in family support and safeguarding children.
14. Demonstrate an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
15. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
16. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
17. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services
18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



**Person Specification**  
**Senior Family Support Worker**  
**Douglas, Isle of Man**

1. Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
1. Significant practical experience of working with and supporting children, young people and their families.
2. Experience of supervising and developing staff.
3. Excellent planning, assessment and communication skills.
4. An understanding of the development needs of children and the challenges of parenting. Training in, or experience of, delivering evidence-based parenting programmes is desirable, but not essential.
5. An understanding of safeguarding issues and of families' need for confidentiality.
6. Good computer skills, including a general understanding of case management systems.
7. Good report writing and communication skills
8. Able to prioritise and organise workload
9. Some understanding of management and financial systems.
10. Knowledge of health and safety issues.
11. A commitment to Equal Opportunities, a good understanding of the impact of deprivation and marginalisation on communities, families and individuals, and the ability to work with people from diverse backgrounds.
12. Full driving license, vehicle business insurance and full access to a road worthy vehicle that conforms to legislative requirements for work purposes.

13. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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  - b. Reflecting a '**can do**' approach
  - c. Striving for **excellence** in everything we do
  - d. Having **mutual respect** for everyone we work with, work for and support through our services