

JOB DESCRIPTION

Family Support Worker, Family Support Service

Douglas, Isle of Man

HOURS: Full time 37 hours per week

GRADE: Grade 2

REPORTS TO: Senior Practitioner

LOCATION: Douglas

AIM

To provide early support to children and the families of children with additional needs (CwAN) to help them to help themselves, and improve their overall well being and quality of life

Principal Accountabilities:

1. Assess the needs of children, young people, and their parents, and review those assessments at regular intervals in order to make sure that they remain accurate and up to date.
2. Work in a variety of settings, in particular the home environment to develop realistic and achievable action plans, in consultation with children, young people and their parents, which are based on their assessed needs and written in a way that is easy for them to understand.
3. Agree targets, in consultation with children, young people and their parents, and monitor, evaluate and measure progress against them, and thus evidence distance travelled in terms of positive changes to behaviour, using the Family Star.
4. Work with partner agencies to achieve improved outcomes for families.
5. Provide a range of support (both on a one to one basis and in groups), using various parenting programmes, and offer links and 'stepping stones' to other services where appropriate.

6. Maintain accurate and up to date case records/files in line with Family Action's policies and procedures.
7. To ensure you have 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.
8. Attend, as required, a range of different multi-agency meetings and participate in, and actively contribute to, the development and delivery of multi-agency plans.
9. Attend team meetings on a regular basis as part of commitment to team-working.
10. Make a commitment to regular supervision, and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.
11. Be committed to continuing personal development, and actively take part in Family Action's performance appraisal process.
12. To comply with Family Action's Equality & Diversity Policy and Code of Conduct in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
13. Comply with Family Action's Health and Safety Policy, and protect the health, safety and welfare of self and others
14. Show commitment to and be able to evidence Family Action's values which underpin Family Action's mission of 'building stronger families' at all times 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
15. Work flexibly as may be require by the needs of the service and undertake any other reasonable duties as required

PERSON SPECIFICATION

Family Support Worker, Family Support Service

1. An NVQ level 3 or equivalent in Health, Childcare, Social care, Counselling or other relevant professional or academic qualification.
2. Demonstrated experience of working with and supporting children and families, including experience of working within the family home and community settings
3. An understanding of the challenges of parenting. Training in, or experience of, delivering evidence based parenting programmes is desirable, but not essential.
4. An understanding of safeguarding issues, and the importance of working within relevant policies and procedures.
5. An understanding of, and respect for families' needs for confidentiality.
6. Excellent assessment and record keeping skills.
7. Ability to negotiate, engage and manage conflict and disagreement with children, young people and parents.
8. Ability to communicate in a way that is easy for children, young people and parents to understand.
9. Knowledge of health and safety issues.
10. Confidence and competence in the use of IT, including word processing and the use of email.
11. An understanding of diversity and of the impact of deprivation and marginalisation on communities, families and individuals.
12. Full driving license, vehicle business insurance and access to a road worthy vehicle that meets 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:

- 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