

JOB DESCRIPTION**Family Support Worker****Troubled Families Newham**

JOB TITLE: Family Support Worker x 2

EMPLOYER: Family Action

GRADE: Family Action Grade D (16-19) inclusive of Outer London Weighting

DEPARTMENT: Troubled Families Newham

LOCATION: Newham (Plaistow)

FUNCTION: To provide focussed family support to families with complex needs which: improves parenting capacity, adult capacity for employment and educational attendance of children, as well as decreases offending and other behaviours which cause risk to children in line with Trouble Families Framework and Targets. To work with parents and their children in their homes and in groups, outside of core office hours, to increase the skills, confidence and abilities of all family members to live their daily lives in a positive and safe way.

Main Responsibilities:

1. To offer emotional and practical support to parents and their families, in their own homes and in the community.
2. To offer a whole family / family centred approach to families with complex needs and who are identified as part of the Troubled Families cohort.
3. To understand the context and remit of Troubled Families brief and the necessary focus to the work.
4. 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.

5. To build a trusting relationship with the parents and young people to help alleviate or break their social isolation and increase capacity.
6. To build up knowledge and understanding of local resources and community and statutory services, including Mental Health Teams, Social Services, Health, CAMHS, Schools and voluntary services, and communicate effectively with them in the best interests of the child and family.
7. To comply with Family Action's Diversity & Equality Policy and our 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.
8. To work alongside colleagues to assess the needs of the families referred for support and participate in the reviews and evaluation of the work.
9. To comply and contribute actively to the required monitoring of outcomes for the service, including use of Family Star tool.
10. To help plan creative and innovative responses to families' needs and keep high quality records and assists with the preparation of reports.
11. To attend conferences, review meetings, supervision and training sessions as requested.
12. To ensure that work is carried out within a framework, which promotes equality of opportunity in accordance with Family Action's policies.
13. To comply with Family Action's Health and Safety policy, data protection policy and to protect your own and other's health, safety and welfare.
14. To comply with Family Action's Diversity & Equality Policy and our 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.
15. 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.
16. To work flexibly as will be required by the needs of the service and carry out any other reasonable duties as required.

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



PERSON SPECIFICATION

Family Support Worker

Troubled Families Newham

1. An appropriate social care qualification equivalent to at least NVQ level 3.
2. Knowledge and experience of direct work with families who have complex needs and understanding of the Troubled Families' remit.
3. Knowledge of the roles and responsibilities of statutory and voluntary services and experiences of liaising with them.
4. Understanding of Safeguarding for children and vulnerable adults.
5. Experience of working in culturally diverse communities
6. Experience of working with people in their homes
7. Ability to undertake the work within an anti-discriminatory and empowerment framework
8. Excellent interpersonal and communication skills
9. Ability to work both independently and as a member of a team
10. Ability to give accurate information and practical support to family members of all ages
11. Ability to write clear and accurate reports and use regular IT packages.
12. The ability to reflect on own practice, undertake training advice and constructive feedback.
13. Ability to work hours in a flexible way, including evenings and weekends to meet the needs of the service.

SUMMARY OF TERMS AND CONDITIONS

1. The salary scale for this post is Family Action Grade C, which is £18,630 to £21,064 per annum pro rata. A location supplement of up to £3,331 per annum pro rata may also be payable
2. The post will be offered subject to the receipt of references satisfactory to Family Action, an enhanced disclosure from the Criminal Records Bureau satisfactory to Family Action and occupational health clearance.
3. Employment is subject to a probationary period of six months that may be extended by Family Action. During this probationary period you must satisfy Family Action of your suitability for the post.
4. Annual leave is 23 days rising 1 day per year to 30 days per annum pro rata by annual increments for full time staff. Applicants with more than 23 days annual leave may negotiate their annual leave within the 23-30 days range. Public holidays will be given in addition. Part time staff will receive annual leave and an entitlement to public holidays on a pro rata basis.
5. Sick leave entitlement is two weeks full pay including SSP during the probationary period. After probation but during your first two years in employment your entitlement will be one months' full pay and one months' half pay per annum. Entitlement increases further with service.
6. Notice to terminate this appointment will be 1 week by either party during the probationary period and thereafter 4 weeks by either party.
7. Family Action offers a Group Personal Pension Plan managed by Friends Life, which subject to you making the relevant contributions Family Action will also contribute to it.

History

Family Action started life as the Charity Organisation Society (COS) in 1869. It was founded by Octavia Hill, and its early supporters included William Gladstone, Lord Lichfield, Cardinal Manning, John Ruskin, Lord Shaftesbury, and Beatrice and Sydney Webb.

COS successfully mixed financial help and direct social work services, at the same time campaigning for policy changes.

It led social change, and much of the work we see today in our health and social services was started by COS. In April 1870 it opened England's first labour exchange and later set up tuberculosis dispensaries, after-care committees, meal centres and thrift clubs. It founded the Institute of Hospital Almoners and started the School Care Service to deal with social problems affecting schoolchildren, the Invalid Children's Aid Association to care for physically handicapped children and, in 1938, it opened the first Citizens Advice Bureau.

The Society was renamed the Family Welfare Association in 1946 and rebranded to Family Action in September 2008.

On 1 June 2006 Family Action took on a large number of services previously run by the charity Family Service Units (FSU). The two organisations have always been closely aligned in philosophy and values; like Family Action, FSU was at the forefront of the development of modern social work and had a strong history of influencing change in social policy. In 1965 the Child Poverty Action Group was formed as a result of the activity of FSU workers. In the 1980s FSU became one of the first organisations to involve their service users in decision-making, and in 2002 they developed specialist support services for the children of drug or alcohol abusers.

As a result of the merger, Family Action is able to offer a greater variety of services and support to the country's most needy families. We now operate approximately one hundred services across England, supporting over forty-five thousand children and families. As the single largest charity working with disadvantaged and socially excluded families in the country, we now have an even stronger voice to influence social policy on their behalf.