

## Job description

<b><u>Job title:</u></b>	<b>Family Support Worker</b>
<b><u>Location:</u></b>	<b>Southwark</b>
<b><u>Hours:</u></b>	<b>21</b>
<b><u>Grade:</u></b>	<b>Grade 2 Pt 16</b>
<b><u>Service :</u></b>	<b>Building Bridges CMHT</b>
<b><u>Reports to:</u></b>	<b>TBC</b>

### **Principal Accountabilities:**

1. To assess the support needs of children and families referred to Family Action Project by using validated assessment tools to understand the family's skills, challenges and strengths and work with them to change patterns of behaviour and challenge and motivate families as they set and achieve their own goals.
2. To deliver structured support sessions to children and families using a 12 to 20 week intervention model
3. To be part of a Multi Agency Support Service and sited within the CMHT Southwark, Team Around the Family, taking the lead for this team, brokering, delivering and coordinating the support being offered by other agencies and undertaking regular reviews and evaluation of the families progress and needs.
4. To work in direct partnership with other local agencies -schools, educational support staff, Homestart, Children's Centres and other agencies as appropriate, in order to promote the welfare of service users, and their take-up of services
5. To plan and deliver individual and family group support for children and their families, within and outside the home setting
6. To gain the confidence of parents/carers, and enable them to gain maximum benefit from the other support services identified through the Team Around the Family.
7. To act as an advocate for the family where ever necessary.
8. To support Parents/Carers to attend evidenced Parenting programmes if appropriate, and if doing so work with families to build on their learning from the parenting programmes into their every day routines.

9. To improve parents and carers ability and confidence to give their children the support and direction that they require. Building resilience in families so that they are able to manage crises in the future, reducing the negative outcomes for children and young people within the family.

10. To share skills and promote effective working practices with partner agencies.

11. To keep accurate case records; prepare for and attend supervision and appraisals; and attend training relevant to the post. To contribute to team and other meetings as required by the Project Manager

12. 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

13. 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.

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 comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## Person Specification

### Job title: FSW

1. To have undertaken formal training that included child development, parenting skills, and group work. A child care, social care NVQ 3 or equivalent, therapeutic or Health qualification is required. or similar social care qualification is essential
2. A minimum of two years experience in the field of support work that includes the co ordination and delivery of individual and group work sessions
3. Experience and understanding of working in multicultural communities and awareness of people living in rural communities. Knowledge of the statutory and voluntary service context, the framework for health, education and social care services and relevant legislation. Knowledge and understanding of the needs and development of children and adults and the contributory factors to positive mental and physical well-being
4. A commitment to equal opportunities and non discriminatory practice and knowledge of these issues in service delivery and employment. Good communication and interpersonal skills, both verbal and written, along with thorough record keeping skills. Ability, enthusiasm and flexibility to work creatively and independently and in partnership with others to provide and develop a coordinated service
5. A commitment to holistic approaches to working with individuals and families, to working independently and co-operatively with families in their own home and in groups. Ability to empower parents and children to problem solve and develop new skills. Experience of organizing, facilitating and evaluating group work and a thorough understanding of Safeguarding Children Policies and Procedures and a willingness to continually update and apply this knowledge.
6. An understanding of the range of voluntary and statutory organisations particularly schools, which supports children and families, and an ability to work constructively with these organisations
7. Ability to help parents and children articulate their emotional and practical needs with an understanding and empathic manner, with ability to use initiative, and work creatively with children and families.
8. Ability to work independently and as part of a team.
9. Ability to work flexible hours and at various local venues. A full driving licence and access to a car is essential
10. IT skills in Excel/Access/ Microsoft office.

11. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- e) Being **people** focused
- f) Reflecting a '**can do**' approach
- g) Striving for **excellence** in everything we do
- h) Having **mutual respect** for everyone we work with, work for and support through our services

12. 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.