

JOB DESCRIPTION

Family Support Worker

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| JOB TITLE: | Family Support Worker |
| EMPLOYER: | Family Action |
| GRADE: | Family Action Grade 2 (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 and/or Early Intervention. 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 and/ or those requiring early help
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

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.
14. A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
15. Ability 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