



## Job Description

### Families Together Project WALES

<b>JOB TITLE:</b>	<b>Family Support Worker</b>
<b>GRADE:</b>	Family Action Grade 2 Point 11
<b>LOCATION</b>	Cardiff with travel across South Wales
<b>RESPONSIBLE TO</b>	Project Manager
<b>HOURS</b>	25 hours per week
<b>JOB FUNCTION:</b>	To assess and deliver planned programmes of support to children, young people, individuals and families accessing the Families Together Project in community settings and family homes; to work in collaboration with colleagues delivering support around the perinatal period and to those experiencing or at risk of experiencing domestic violence and/or abuse.

#### PRINCIPAL ACCOUNTABILITIES:

1. Assess the support needs of children and families referred to the Families Together 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. Develop a knowledge of local services and resources available to families and where appropriate sign post and support families to access relevant services
3. Establish and maintain effective liaison with statutory and voluntary services such as Health, Education, Police and Children's Social Care, attending relevant meetings as necessary, to help ensure families receive a coordinated package of support.
4. Improve parents and carers ability and confidence and to empower them to give their children the support and direction they require; ensuring their views and wishes are considered and they are supported to share them through various methods of communication.
5. Keep accurate case records; prepare for and attend supervision and appraisals; and attend training relevant to the post and to contribute to team and other meetings as required by the Project Manager.
6. 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
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. To comply with 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.
9. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
10. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



## **Person Specification**

### **Family Support Worker**

### **Families Together Project WALES**

1. To have undertaken training that includes child development and parenting skills. A child care, social care level 3 or equivalent, therapeutic or health qualification is required.
2. Proven experience in the field of family work, with a track record of assessing and working intensively to support families with complex difficulties and challenges including domestic abuse and/or ill mental health, while demonstrating a belief that families have the capacity to change and an approach which values and empowers family members to articulate their emotional and practical needs.
3. To possess a working understanding of the range of local voluntary and statutory organisations which support children and families and an ability to work constructively with them as part of a multiagency team.
4. To have a clear understanding of the potential physical and emotional impact of the majority of the following: parental learning difficulties, domestic abuse, homelessness, substance and alcohol misuse, mental health issues, relationship breakdown, transition, children's emotional and physical wellbeing, non engagement in education, poverty and social exclusion, patterns of anti social behavior and social isolation
5. A thorough and comprehensive understanding of Safeguarding Children, Young People and Vulnerable Adult Policies and Procedures and a willingness to continually update and apply this knowledge, evidencing the ability to focus on prioritising the safety and well-being of children and young people within the family, while responding to the whole family's needs.
6. The ability to set, monitor, achieve and record outcomes for families that are specific, time bound, relevant and measurable.
7. Excellent communication and interpersonal skills, both verbal and written and demonstrable experience of accurately recording and managing case files.
8. A commitment to equal opportunities and non discriminatory practice and knowledge of these issues in service delivery.
9. Ability, enthusiasm and flexibility to work creatively as part of a team and independently with minimal supervision, to provide and develop a coordinated service.

10. 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