

## **Job description**

### **Family Outreach Support Worker**

**Location: Islington**

**Hours: 37 hours per week**

**Salary: Grade 2 point 16 - 19**

**Service: Families First Islington**

**Reports to: Deputy Team Manager/Team Manager**

### **Principal Accountabilities:**

1. To work with all family members and relevant agencies. To assess risks and identify needs. To support the family to identify outcomes and actions and develop, monitor and review comprehensive action plans. To ensure fathers and the wider kinship network are involved as far as possible.
2. To provide support to parents/carers and their children, mostly in their homes for 16-20 cases. To address practical issues eg housing, money, employment and to provide support with parenting skills and behaviour management and health and relationship issues including physical and mental health, domestic violence, substance misuse etc.
3. To ensure you have an understanding of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults as well as wider national agenda's such as the Troubled Families Programme.
4. To involve and empower family members throughout the work; supporting them to find their own solutions, to engage with all relevant agencies and to lead in their lives and their families.
5. To act as key worker and Lead Professional in multi-agency Team Around the Family work; negotiating roles with family members and with a range of Children's and Adult's services and assisting families to build and maintain effective relationships with all relevant agencies.
6. To ensure that family support work is sensitive to the needs of adults whilst the needs and wishes of children remain paramount. To ensure all safeguarding concerns are effectively identified and notified to managers, and that these are recorded and monitored in line with policy and procedure.
7. To develop ways of fostering resilience in children and young people and help strengthen their families through individual sessions, part and whole family sessions, group work, social and educational activities.
8. To take referrals from families and agencies; responding to immediate needs and identifying and implementing further actions as part of the Families First Duty system.

9. To actively assist in reaching out to families in the most need; by developing professional relationships with other agencies and community organisations (including co-location as needed), and facilitating drop-in surgeries activities and events in the community.
10. To actively assist in the development of parenting programmes and other support sessions for adults and children and facilitate these as required.
11. To take initiative and contribute to service development, for example by taking on a specialist role within the team
12. To actively facilitate user involvement in the service.
13. To develop knowledge of internal and external quality standards and deliver measurable, evidenced support to contribute to a culture of high performance within the service.
14. To independently and confidently update a range of IT and paper systems, ensuring case-files and data are continually maintained to a high professional standard and within required timescales
15. To work flexibly including up to half of working hours in early mornings, evenings and weekends as may be required by the needs of the service, and to carry out any other reasonable duties.
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
18. 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.
19. 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.
20. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
21. 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 Outreach Support Worker

1. 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.
2. Experience of working collaboratively with parents, children and young people with multiple and complex needs, in their homes or community settings. Ability to complete whole family assessments and produce SMART plans in partnership with families.
3. An understanding and professional approach, with the ability to use initiative creatively when working independently with families.
4. Experience of applying knowledge of good parenting, child development and safeguarding children and vulnerable adults to work with families to achieve good outcomes.
5. Knowledge of local and national policies and procedures relating to children and families, including the Troubled Families Programme and how this relates to service delivery
6. An ability to form positive and effective professional relationships, with a commitment to reflective practice and service user involvement.
7. An ability to act as lead professional, to negotiate roles with other service providers and to influence their response in order to improve the service provided to families
8. An ability to run groups and events for children, young people and families and parenting programmes for adults.
9. An understanding of the impact of discrimination on the lives of those from minority ethnic communities and others that experience social exclusion, and an ability to work with people from diverse backgrounds.
10. Excellent communication skills, both verbal and written. This includes computer literacy and the ability to complete records and reports effectively and accurately.
11. An ability to manage, organise and prioritise own workload, work independently and take initiative as part of a team
12. Must be willing to work flexibly, including up to half the time early in the mornings, early in the evenings and/or at weekends.
13. 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