

## Job description

### Family Support Worker

<u>Location:</u>	Southend-on-Sea
<u>Hours:</u>	24 hours per week
<u>Grade:</u>	Family Action Grade 2 point 11-15
<u>Service:</u>	Southend Stronger Families
<u>Reports to:</u>	Project Manager

#### Principal Accountabilities:

1. To work alongside families in their homes and the wider community offering practical and emotional support, enabling families to help themselves, and supporting adults in their role as parents or carers. This could include helping parents develop household routines, behaviour management strategies and parenting skills and assisting them to link with other services.
2. To work supportively with families, including the extended family, to ensure children's needs for care and security are met within the family whenever possible, developing agreed action plans with them. To identify and monitor closely any child protection issues and to notify management of any concerns immediately.
3. To work alongside other staff and management to assess the needs of the families referred for support and participate in the reviews and evaluation of the work.
4. To build up knowledge and understanding of local resources and community and statutory services, including Mental Health Teams, Social Services, Education, Health and voluntary services and communicate effectively with them in the best interests of the child and family.
5. Help plan creative and innovative responses of families' and individual's needs, keep high quality records and assist with the preparation of reports.

6. To work alongside other Family Support Workers and other agencies, taking the lead in running and developing group work to meet the identified needs of family members.
7. To assist families to access, build and maintain effective relationships with the Children's Centres and other support services. To participate and contribute in meetings with external agencies, to advocate in meetings on behalf of families and, where appropriate involve families in such meetings.
8. Ensure that work is carried out in a manner which is consistent with Family Actions policies and procedures.
9. To attend regularly and participate actively in team meetings and other meetings that might be arranged.
10. 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.
11. To ensure the implementation of 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.
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 comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
14. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
15. To undertake training according to the needs of the service.



## Person Specification Family Support Worker

1. A qualification in Health and Social Care/Child Development or a related professional qualification equivalent to at least NVQ 3, and evidence of a commitment to continuing learning and professional development.
2. To have experience of working with children of all ages and the ability to demonstrate knowledge in all stages of child development, including contributory factors to positive mental and physical well-being.
3. Experience of giving advice, guidance and practical support to parents of children between the ages of 5 and 10 and of linking people into appropriate services. An ability to work collaboratively with families who may be at risk, to identify their support needs, plan, implement and monitor emotional and practical support to them in order to improve their parenting skills, the home environment and the opportunities that they are able to provide.
4. An ability to assess parents' strengths, skills and difficulties with them in their own home through an awareness of good parenting, and a good understanding of risk factors to children and adults.
5. Proven experience of working holistically and intensively with families with minimal supervision and direction. A willingness to receive training, advice and constructive feedback in regular supervision.
6. An understanding of CP and EHA systems, and experience working in a multi agency way to offer a response to families at risk.
7. 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.
8. To have worked effectively with families where a high level of need has been identified and to have a wide range of knowledge of the potential impact of a variety of complex needs.

9. An understanding of the range of voluntary and statutory organisations, particularly schools, which support children and families, and an ability to work constructively with these organisations.
10. Practical, creative, determined and dedicated with a good understanding of the methodologies appropriate to work in this area – and how to apply them. A persistent, reliable and flexible approach which recognises the needs for openness and honesty with families about the changes needed. Ability, enthusiasm and flexibility to work creatively and independently and in partnership with others to provide and develop a coordinated service.
11. The ability to set, monitor and achieve outcomes for families that are specific, time bound, relevant and measureable.
12. A commitment to equal opportunities and anti discriminatory practice and knowledge of these issues in service delivery and employment.
13. Excellent communication and interpersonal skills, both verbal and written, along with thorough record keeping skills. Good IT skills using Microsoft Office (Excel/Word/Outlook).
14. When necessary, prepared to work occasionally after hours. The ability to travel around the Southend Central Area is essential, a full driving licence and access to a car are desirable.
15. 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