



## Job Description

### Senior WellFamily Worker – temporary until 30<sup>th</sup> April 2020

<b>Location:</b>	Hackney
<b>Hours:</b>	21 hours per week
<b>Grade:</b>	Grade 3, pt 20 to 23 plus ILW
<b>Service:</b>	Starlight WellFamily Service
<b>Reports to:</b>	Starlight WellFamily Co-ordinator

### Context, Service Description and Role Function:

Our WellFamily model provides a “single door” early intervention to prevent issues from escalating, reducing demands on health and social care services. The model is holistic, strength based and identifies wider determinants of wellbeing including participation in community life, employment/training, accommodation and financial circumstances.

Starlight Children’s Ward at Homerton Hospital cares for children and young people up to the age of 16 with an illness or disability. Often, there is a very little support available for families during the period when children are diagnosed with an illness/diasability. Underlying social and practical issues often impact upon families’ abilities to manage childhood illnesses closer to home.

Our Starlight WellFamily Service will support families who need tailored information, advice and practical support, as well as short term emotional support to increase: levels of confidence and resilience; skills, activities and behaviours that support their child’s health as well as improve/protect their own physical and emotional wellbeing.

As Senior WellFamily Practitioner you will directly deliver tailored information, advice practical and emotional support for between 6 and 8 sessions, to families with children who have an illness and/or disability in line with the service specification.

### Principal accountabilities:

1. To undertake holistic children and young people focused biopsychosocial assessments and co-design Health and Well-being plans with individual service

users, identifying support needs to ensure maximum engagement in improving mental health and well-being. Carrying out robust child focused risk assessments, reviews and closure statements and sharing these with the Starlight service coordinator, service users and professionals as appropriate.

2. To provide service users with continuity and a coordinated experience of care, remaining point of contact throughout their time with the service.
3. To establish and maintain effective liaison with stakeholders including health, voluntary, social and education resources, attending relevant meetings where possible and as necessary.
4. To ensure information on sources of voluntary and community support is up to date at all times to enable effective and accurate signposting and linking of individuals with services. To work in partnership with all voluntary and community organisations to build a comprehensive database of local resources
5. Set up and maintain comprehensive data and evaluation systems, including individual health outcome tools and a range of other outcomes measures.
6. Provide quarterly comprehensive outcome focused reports detailing the progress of the service against its key performance indicators.
7. To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.
8. 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.
9. To comply with Family Action's Health and Safety Policy, GDPR policy and to protect the health, safety and welfare of yourself and others.
10. To take part in Family Action's and other organisations' meetings and events to promote, support and celebrate the work of the service and the agencies.
11. 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.
12. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
13. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

14. 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

### Senior WellFamily Practitioner – temporary until 31<sup>st</sup> March 2020

#### **Education, qualifications and background:**

1. Educated to level three or above with a recognised professional qualification in social work, systemic family therapy , counselling, psychotherapy , health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Proven experience of working confidently and proactively, with minimal direct supervision, and retaining organizational identity when working autonomously or as part of a multi-disciplinary team of different providers.
3. An understanding of the causes and impact of social, emotional, financial, and relational issues upon children, young people and individuals and their communities, including urgent care services.
4. Excellent consultation, communication and inter/intrapersonal skills, and extensive experience of providing time-limited, empowering and effective support to adults and families in a planned and structured way to improve overall well-being outcomes.
5. Significant experience of delivering evidence based, solution focussed interventions and practical support on a range of issues such as housing, debt and welfare benefits. .
6. Experience of working in collaboration with service users and other professionals to create qualitative and effective care plans, risk assessments and discharge plans.

7. Experience of working within a health or hospital setting, with understanding of demands faced by urgent care services, along with ability to forge good working relationships within complex and diverse systems would be an advantage.
8. A proven experience of working with a diverse range of service users, with a multiplicity of need and vulnerability and higher thresholds of mental health concerns.

**Abilities and skills:**

9. Ability to speak a second language would be an advantage.
10. Systemic training /experience would be desirable .
11. Excellent knowledge of the City & Hackney area and community resources. Proven skills in collating information and data on community resources and organising these in up-to-date and accessible formats for a range of different service users from various communities.
12. Ability to work within a wider team and foster good working relationships.
13. Excellent record keeping skills and the proven ability to write comprehensive reports for a variety of stakeholders.
14. Excellent IT skills and ability to do own administration using data base, PowerPoint and other IT packages.
15. A confident and professional approach to working with a variety of stakeholders.
16. A proven knowledge and understanding of pan-London Child Protection procedures and Working Together to Safeguard Children and vulnerable adults, as well as ability to work in accordance with local and organisational Child protection and Safeguarding policies and procedures, demonstrating the ability to risk manage complex cases.
17. The ability to work autonomously and have excellent time management skills to self-motivate, plan, prioritise work under pressure and tight deadlines, as well as adapt to new models of working if necessary.

18. A proven ability to work flexibly, undertaking early evening hours as required by the service.
19. Ability to use outcome measures, evaluate and monitor evidence based practice and share the data with external evaluator's and stakeholders.
20. Ability to identify and explore funding opportunities and other sources of support to retain and further develop and grow the service/s.
21. Excellent time management skills with the ability to prioritise workload, self-motivate and work to tight deadlines and under pressure on own initiative, also the ability to delegate and to lead the team to do the same achieving high quality work, meeting the objectives, targets and outcomes in a possibly changing environment.
22. 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

