



Job Description

Family Support Worker

HOURS: Full or part time hours available. This post may involve occasional weekends or evenings

GRADE: Family Action Grade 2, Points 11 - 15

DEPARTMENT: Southend Children's Centres

ACCOUNTABLE TO: Family Support Worker

FUNCTION:

To ensure that children and their families receive appropriate practical and emotional support using a mixed programme of home visiting, informal parent/carer support groups, structured and closed groups run within the children's centre.

PRINCIPLE ACCOUNTABILITIES:

1. To work alongside families in their homes, the children's centre 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 undertake high quality assessments of the needs of the families referred for support in partnership with the family and the child ensuring that where possible the child's wishes and feelings are included, 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. To deliver groups both within the Children's centres and in the wider community to meet the needs of Southend families.
6. To support the delivery of crèches and universal services as may be necessary, and to use these groups as an opportunity to assist EY practitioners to identify families unmet needs.
7. Help plan creative and innovative responses to families' and individual's needs, keep high quality records and prepare reports for statutory processes such as CIN meetings and CP conferences.
8. To undertake the role of lead professional where appropriate.
9. 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
10. To assist families to access, build and maintain effective relationships with the 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.
11. To identify and monitor closely any child protection issues and to notify the Family Practice Co-ordinator of any concerns immediately
12. To attend regularly and participate actively in team meetings and other meetings that might be arranged.
13. To undertake training according to the needs of the service.
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

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 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.

17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

18. 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

1. Education, Qualifications and Background	
a	A qualification in childcare/child development, health & social care, counselling or a related professional qualification equivalent to at least NVQ 3.
b	A good understanding of the development needs of children and of parenting and a solid understanding of mental health and disability issues, drug and alcohol use, domestic violence and poverty and the way these impact on children and family life.
c	Experience of working with children and their families, including experience of running groups and evaluating their effectiveness. Experience of running evidence based parenting programmes would be desirable.
2. Abilities and Skills	
a	Professional experience with children, young people and their families, including up to date knowledge and experience of safeguarding issues and procedures.
b	Professional experience of giving advice, guidance and practical support to parents children and of linking people into appropriate services
c	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.
d	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.
e	An understanding of the impact of discrimination and social exclusion on the lives of children and families and how this can be addressed through service provision as well as employment and volunteering opportunities.
f	Good knowledge of the role of statutory and voluntary organisations providing care and the ability to negotiate with other service providers in order to improve the services provided to families under your care.
g	A working knowledge and understanding of SET Child Protection procedures and Working together to Safeguard Children and ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures.
h	19. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> 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
i	Demonstrable experience of work alongside families in their homes, the children's centres and the wider community offering practical and emotional support, enabling families to help themselves, and supporting adults in their role as parents or carers
j	The ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal, listening and presentation skills, including basic IT skills.
n	An empathic and professional manner, supported by the ability to work collaboratively with parents and professionals in a transparent manner and an ability to use initiative creatively when working independently with families.
o	Willing to work flexibly and undertake out of hours work when necessary.
p	Have a clean UK driving license and access to a vehicle to enable travel to and from home visits.