

JOB DESCRIPTION

Job title:	Family Support Worker
Service:	Staffordshire's Family Support and Outreach Service
Salary:	Grade 2 (lower) point 11-15 (pro-rata for part time hours)
Hours:	37 hours per week (full-time) / part-time hours will be considered, please state your preference on the application form
Locations:	Moorlands, Newcastle, Cannock, Stafford and South Staffordshire
Responsible to:	Family Support Lead

Summary of job:

The service will provide practical and emotional support to children, young people, and their families, through a mixed program of Referral Based Family Support, Targeted Outreach Visits, and Support to access community support, groups, universal offers, and entitlements. Using restorative practice, the service will embed a strengths-based approach, engaging and enabling children, young people, and families to access the right support, at the right time, within their local communities, increasing families' resilience and preventing needs from escalating.

The post holder will share and embrace Staffordshire's vision of 'a county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy by providing.

- Delivery of a Referral based Family Support - offering a targeted, trauma-informed whole family restorative approach for families in need (creating Early Help Assessments, Action Plans, Sustainability Plans and completing Outcomes Stars)
- Undertaking Targeted Outreach Visits from the monthly list provided by Staffordshire County Council
- Supporting families to access Family Hubs, community support, groups, universal offer, and entitlements
- Supporting families to access the Free Pass Card scheme if they are facing financial barriers to accessing groups
- Delivery of evidence and practice based interventions, targeted group work, and digital interventions (Solihull approach, motivational interviewing, restorative approaches, strengths/solution focused modelling, Incredible Years etc.)
- Working alongside volunteers to identify activities to support the family (Peer support, mentoring, information, and guidance.)
- Family Support Workers will be Qualified in Health and Social Care, youth work, early years and childcare, counselling, or a relevant professional qualification equivalent to NVQ Level 4
- Staff will be experienced front line practitioner with at least 2 years' experience in child and family practice

Key tasks and responsibilities:

1. To deliver a range of individual, 1-2-1, workshops and group interventions, to facilitate parents' understanding and awareness of their children's emotional, social and physical needs and improve their parenting skills. Providing support in families homes, across family Centre's, and other delivery sites.
2. To undertake child-focused assessments in partnership with parents and professionals to establish an understanding of the child and parent's needs, any existing or potential risk and to gain knowledge of the 'Child's lived experience' and parental challenges.
3. Using information gained through the assessment develop a child centered, targeted, trauma informed whole family outcome focused plan and risk assessment with parents for their engagement with the service.
4. Monitor, review, and updated plans with parents, utilising critical analysis, outcome evidence, and triangulating information; stepping up/down cases and making onward referrals for specialist support and interventions, where appropriate.
5. Work collaboratively with coordinated care and support for families through liaison, referrals and multiagency partnership working, with Health, Social Services, Education and other statutory and voluntary and specialist agencies, via and linking in with Effective Practice Development Officers.
6. To keep timely and accurate records of your work and adhere to confidentiality, safeguarding and information sharing protocols
7. To ensure that the venue(s) is warm, welcoming, and always adheres to safe risk management procedures.
8. To prioritise the safety, wellbeing, and healthy development of children through effective observation and assessments and by always following safeguarding procedures and guidelines (Family Action and Staffordshire County Council. Including raising safeguarding concerns with colleagues and managers, making referrals to Children's Social Care and or the Police if required and playing an active part in professional networks for children subject to CIN or CP (Child Protection) plans.
9. Build up knowledge and understanding of local resources and community, statutory and services, services, and communicate effectively with them in the best interests of the child and family.
10. To promote and educate families, using restorative methodologies, around current topics affecting young people; providing them with knowledge skills and information on key risks, supporting their emotional and physically safety.
11. Deliver evidence and practice based interventions, with families to support positive change implementing a range of restorative approaches, strengths/solution focused modelling,

12. Encourage and enable the coproduction of service user led groups.
13. Support families to access Family Hubs, community support, groups, universal offer, and entitlements, including providing support to families to access the Free Pass Card scheme if they are facing financial barriers to accessing groups.
14. To assist families to access, build and maintain effective relationships with the Centres and other support services. Provide outreach activities to improve the reach of services to children and families in the area and ensure that those families with most to gain from services are included, involved, and have equal access to all its services.
15. To play an active part in the team, working collaboratively to ensure the smooth running of the service and using informal and organized peer support effectively and shared learning opportunities.
16. To participate and contribute to meetings with external agencies, to advocate in meetings on behalf of families and, where appropriate involve families in such meetings.
17. Work alongside a group of volunteers to identify activities for the family to access.
18. To undertake training according to the needs of the service.
19. 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
20. 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.
21. 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.
22. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
23. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required
24. To be willing to work outside normal core hours [9am-5pm], evenings and early mornings and occasional weekend working.

Person Specification

Education, Qualifications and Background	
1.	Qualification in Health and Social Care, youth work, early years and childcare, counselling, or a relevant professional qualification equivalent to NVQ Level 3 with a commitment to working towards Level 4 whilst in post.
2.	Demonstrable experience of family support work including group work delivery
Abilities and Skills	
3.	Professional experience with children, young people, and their families, including up to date knowledge and experience of risk management procedures. Person centred, Restorative and solution focussed theories and practise.
4.	Knowledge and understanding of integrated working practices and the range of services and agencies to involve, including excellent partnership working.
5.	Experience of working as part of a multidisciplinary team, information sharing protocols and commitment to reflective practice and effective supervision.
6.	Excellent assessment skills, with the ability to produce effective outcome focused plans for families with complex needs.
7.	An understanding of the impact of discrimination and social exclusion on the lives of children and families and how this will be addressed through service provision as well as employment and volunteering opportunities.
8.	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.
9.	Demonstrable 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 Adult Safeguarding policies and procedures.
10.	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"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services
11.	Demonstrable experience of work alongside families in their homes, at Family Hubs, local children Centre's and the wider community offering practical and emotional support, enabling families to help themselves, and supporting adults in their role as parents or carers.
12.	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.
13.	Willing to work flexibly including early morning, late evenings, and occasional weekends.