

## **JOB DESCRIPTION**

<b>Job title:</b>	Child and Family Support Worker
<b>Service:</b>	Cumbria's: 0-19 Child and Family Support Service
<b>Salary:</b>	Grade 2 point 16-19
<b>Hours:</b>	37 hours per week (full-time) - Please note these hours can be negotiated
<b>Location:</b>	Copeland, based in Whitehaven
<b>Responsible to:</b>	Child & Family Coordinator

### **Summary of job:**

The post holder will share and embrace Cumbria's vision of 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be' by;

- Providing appropriate practical and emotional support to children, young people and their families, through a mixed programme of home visiting, support groups and structured learning sessions delivered within local centres, family homes and the wider community.
- Embed a strengths-based approach, engaging and enabling children, young people and families to achieve their goals at the earliest opportunity.

### **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 local centres, maternity hubs and other delivery sites.
2. To undertake child-focused assessments with children and young people (0-19) and in partnership with parents/carers and professionals establish an understanding of the child and parent's needs, any existing or potential risk and to gain knowledge of the 'Childs' lived experience' and parental challenges.
3. Using information gained through the assessment, develop a child-centred, outcome-focused plan and risk assessment with parents during their engagement with the service.
4. Monitor, review and update plans, utilising critical analysis, outcome evidence, and triangulating information; stepping up/down cases and making onward referrals for specialist support and interventions, where appropriate. Provide relevant reports evidencing outcomes achieved through family support provision.

5. Work collaboratively to coordinate care and support for families through liaison, referrals and multiagency partnership working, with Health, Social Care, Education and other statutory, voluntary and specialist agencies.
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 and welcoming and complies with safe risk-management procedures at all times.
8. To prioritise the safety, wellbeing and healthy development of children & young people through effective observation and assessments and by following safeguarding procedures and guidelines at all times (Family Action and SCLB Cumbria)-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 plans.
9. Build up knowledge and understanding of local resources and community, statutory and voluntary services, and communicate effectively with them in the best interests of the child and family.
10. To promote and educate families around current topics affecting young people; providing them with knowledge, skills and information on key risks, supporting their emotional and physical safety.
11. Encourage and enable the coproduction of service-user led groups.
12. 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 will gain most from services; are included and involved, and have equal access to all its services.
13. To play an active part in the team, working collaboratively, to ensure the smooth running of the service and using informal and organised peer support effectively and shared learning opportunities.
14. 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.
15. To undertake training according to the needs of the service.
16. 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

17. 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.
18. 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.
19. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
20. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required
21. To be willing to work outside normal core hours [9am-5pm] , evenings and early mornings and occasional weekend working.

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Person Specification

Education, Qualifications and Background		Essential	Desirable
1.	A qualification in childcare/child development, health & social care, counselling or a related professional qualification equivalent to at least NVQ 3.	√	
2.	Demonstratable experience of family support work including group work delivery		√
Abilities and Skills			
3.	Professional experience of working with children, young people and their families, including up-to-date knowledge and experience of safeguarding issues, risk management and procedures	√	
4.	Knowledge and understanding of integrated working practices and the range of services and agencies to involve incl. Health, Education and Social Care		√
5.	Experience of working as part of a multidisciplinary team, information sharing protocols and commitment to reflective practice and effective supervision. Experience and skills to act as a Key Professional in TAF process		√
6.	Excellent assessment skills, with the ability to produce effective outcome-focused plans for families with complex needs. Ability to evidence outcomes incl. use of case studies, data analysis and feedback		√
7.	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		√
8.	A good understanding of the developmental needs of children & young people 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: a) Being <b>people</b> focused b) Reflecting a ' <b>can do</b> ' approach c) Striving for <b>excellence</b> in everything we do	√	

	d) Having <b>mutual respect</b> for everyone we work with, work for, and support through our services		
11.	Demonstrable experience of work alongside families in their homes, at delivery centres and the wider community, offering practical and emotional support, enabling families to help themselves, and supporting adults in their roles 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.	✓	