



## **JOB DESCRIPTION**

**Job title:** Family Support Worker

**Service:** Family Support

**Hours:** 37 hours per week

**Location:** Douglas, Isle of Man

**Responsible to:** Children with Complex Needs Manager

### **Summary of job:**

To improve outcomes for children and families across all areas of the Isle of Man; through working directly with families who need early help and support and those with more complex needs.

### **Key tasks and responsibilities:**

1. Continuously assess the needs of children, young people, and their parents; supporting a multi-agency approach to assessment and planning.
2. Ensure you have an understanding of, and comply with, Family Action's procedures for promoting and safeguarding the welfare and safety of children and vulnerable adults, undertaking risk assessments and placing children at the centre of your work at all times.
3. Work in a variety of settings, in particular the home environment, to develop realistic and achievable action plans, in consultation with children, young people and their parents, which are based on their assessed needs and written in a way that is easy for them to understand.
4. Agree targets, in consultation parents and children, and monitor, evaluate and measure progress against them. Capture evidence of the distance travelled in terms of positive changes, using the Family Star (outcomes measurement tool).
5. Work with partner agencies to achieve improved outcomes for families. Communicating effectively; drafting and submitting reports to multi-agency meetings in a time manner; and working collaboratively with multi-agency professionals.
6. Provide a range of support (both on a one-to-one basis and in groups), using various parenting programmes and evidence-based interventions, based on the needs of the family and the appropriateness of the intervention in line with those needs.
7. Conduct yourself as an accountable professional; actively participating in supervision, training and appraisal processes and ensuring your knowledge, skills and practice is of a high standard.
8. Maintain accurate and up to date case records in line with best practice, Family Action's policies & procedures and our safeguarding standards



9. Attend, as required, a range of different multi-agency meetings and participate in, and actively contribute to, the development and delivery of multi-agency plans. Attend team meetings as required.
10. Be responsive to challenge, advice, feedback and direction as part of your continuous development.
11. Comply with Family Action's Equality & Diversity Policy and Code of Conduct in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community. Comply with Family Action's Health and Safety Policy, and protect the health, safety and welfare of self and others
12. Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.

### **Person Specification**

1. An NVQ level 3 or equivalent qualification or experience in Health, Childcare, Social care; or other relevant qualification.
2. Demonstrated experience of working with and supporting children and families, including experience of working within the family home and community settings.
3. An understanding of the challenges of parenting. training in, or experience of, delivering evidence-based parenting programmes is desirable, but not essential.
4. Good knowledge of safeguarding children practice, and the importance of working within relevant policies and procedures.
5. An understanding of what Family Support is and how improved outcomes for children are achieved.
6. Knowledge of, and respect for, families' need for confidentiality.
7. Assessment, planning and record keeping skills and experience.
8. Ability to stay organised, managing your time and workload.
9. Ability to negotiate, engage and manage conflict and disagreement with children, young people and parents.
10. Ability to communicate in a way that is easy for children, young people and parents to understand.
11. Confidence and competence in the use of IT, including Microsoft Word and the use of email.



12. An understanding of diversity and of the impact of deprivation and marginalisation on communities, families and individuals.
13. Full driving license, vehicle business insurance and access to a road worthy vehicle that adheres to legal requirements for work purposes.
13. Show commitment to and be able to evidence Family Action's values which underpin Family Action's mission of 'building stronger families' at all times 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