



## **JOB DESCRIPTION**

<b>Job title:</b>	Family Support Outreach Worker
<b>Service:</b>	Family Outreach and Volunteering Service
<b>Salary:</b>	Grade 2 point 13-15
<b>Hours:</b>	37 hours per week
<b>Location:</b>	Stockton-On-Tees
<b>Responsible to:</b>	Family Outreach Manager and Family Outreach Coordinator

**Job Function:** This part time post is to provide an integrated one team approach to family outreach support services to children, young people and families in need across the Stockton-On-Tees locality. To plan, deliver and assess outcome focussed work with the aim of providing holistic needs led support in conjunction with the wider 0-19 service.

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

1. To provide high quality direct support to children, young people and their families; enabling them to access appropriate services, opportunities and receive the correct level of support. Delivering an integrated family outreach support service across the 0-19 age range, working in a multi-agency approach wherever possible.
2. To record, maintain and monitor accurate case records and up-to-date case files within management information systems. Ensuring information governance and case recording protocols and Family Action policies are adhered to.
3. To provide direct support and guidance to families in their homes or in other community settings in relation to the care, well-being and health of children and young people across the 0-19 age range with an emphasis upon promoting children & young people's communication, language, physical, social and emotional development.
4. To develop your knowledge of local resources, including community and statutory services such as: Health, Education, Children & Adults Services alongside voluntary & community sector services, whilst sign-posting and directing service users to these where & when appropriate.
5. To work together with partners, wider organisations and local agencies. Having a commitment to the 'One Team' approach across Stockton-On-Tees, in order to strengthen the service offer, outcomes, relationships and safe working practices for all stakeholders.



6. To make a positive contribution to Stockton-On-Tees local multi-agency vision to strengthening partnerships, ensuring a safe and seamless one team provision for service users. To be committed to providing an integrated one team approach to children, young people & their families across the 0-19 age range with an aim to delivering effective services and interventions as part of the early help & public health offer.
7. To have an understanding and to comply with, local and organisational procedures for promoting and safeguarding the welfare of children, young people and vulnerable adults.
8. To work together with other organisations and agencies in order to promote safe working practices for children and young people in line with the Children Act and the strategic priorities; this will include liaising & referring into Children & Adults Social Care.
9. To attend team meetings on a regular basis, to make a commitment to regular supervision, to be responsive to critical challenge, advice, feedback and direction, and to demonstrate a commitment to training and development
10. To represent Family Action's core values and behaviours and ensure that the work you are responsible for is in line with Family Action policies and procedures.
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

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## Person Specification

1. Educated to NVQ Level 3 or above in social work, health, education or equivalent experience and evidence of a commitment to continuing learning and professional development.
2. Skills, knowledge and aptitude for building and maintaining professional relationships with children, young people, colleagues, partners & families.
3. Skills, knowledge and experience of using a range of different methods and models of working with children, young people, parents, carers and/or families.
4. A good understanding of the kinds of problems children, young people and families encounter, including those that are often referred to as 'hard-to-reach'.
5. An equally good understanding of strengths – both in terms of the individual and their social and community networks – and an ability to build on, and work, with them.
6. To have an awareness and a good understanding of safeguarding issues and an understanding of the importance of working within agency policy and procedures.
7. Evidence of or experience of the ability to act in the Lead Professional role and having the ability to collate and analyse information and to produce actions plans based on that information.
8. Evidence of the ability to communicate, negotiate, engage and manage conflict and disagreement with children, young people, parents, carers and/or families.
9. Strong record keeping skills, with an understanding of the importance of keeping accurate and appropriate records in line with Data Protection requirements.
10. Evidence of the ability to write clearly and in a way that is easy for children, young people, parents, carers and other professionals to understand.
11. Experience of utilising a management information system to record case work to a high standard enabling the production of accurate service data.
12. Awareness and understanding of diversity and equal opportunities and a genuine commitment to anti-oppressive practice.
13. Confidence and competence in the use of IT including word-processing, managing an Outlook account and navigating electronic recording databases (e.g. liquid logic).
14. Access to a vehicle for work purposes that will enable the post holder to transport self, children, parents and carers safely in and across the Stockton-On-Tees locality.
15. The ability and willingness to work flexibly as required.
16. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:



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