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**JOB TITLE: Family Support Outreach Workers**

**GRADE: Grade 6**

**Job evaluation**– N8853 – 407

**ACCOUNTABLE TO: Children’s Centre Leader**

**Disclosure and Barring Service: Subject to DBS Enhanced Disclosure**

**1. Purpose of the Post:**

To narrow the gap between those most in need and the rest of the community through the effective engagement of parents and the community. Through the delivery of high quality early years services to children and families

The Family Support Outreach Workers will be informed by the Local Advisory Board in their contribution to the provision of high quality outcomes for the parents of children aged 0-5. This will be achieved through the delivery of services that meet the identified needs of those requiring additional support. The delivery of these services will be through a variety of community settings in the Children’s Centre reach area. This will ensure the Core Purpose is delivered throughout a broad and accessible community framework and is available to those in most need of support.The Family Support Outreach Workers will ensure that their service delivery contributes to the Core Purpose of the Children’s Centre and is outcome focussed.

**2. Key Objectives of the Post:**

The Family Support Outreach Workers along with Centre Leader will ensure that early years activities are outcome focussed for children aged 0-5 and their families, the focus of these outcomes will be:

* Achieving a contact target of 80-96% of families with children under 5 years who live in the top 30% SOA within the reach of the Children’s Centre.
* Achieving a contact target of 80 – 96% of target groups with children under 5 years who live within the reach of the Children’s Centre.
* Improving the quality of provision: ensuring access for all children to high quality universal health and learning opportunities that are safe.
* Improving outcomes: supporting children who are not making the required progress or whose outcomes are compromised by identifying need and providing additional help to them and their families at the earliest possible opportunity.
* Carrying a case-load of children and their families in the early years 0-5 age-range.
* Improving the Early Years Foundation Skills outcomes for Young People targeted as requiring additional support.
* Preparing young people for learning ensuring their readiness for school.
* Developing healthy lifestyles for target children and their families.
* Enhancing parents’ understanding of their responsibilities for their children’s safety and well-being.
* Ensuring a clear focus on supporting parents to develop their parenting skills and aspirations through access to parenting programmes and adult learning opportunities.
* Providing opportunities for target adults to participate in activities that improve their personal skills, education and employability.

**Accountability and Management Climate**

The Family Support Outreach Workers will report to the Children’s Centre Leader.

The Children’s Centre Leader holds the responsibility for ensuring that the Children’s Centre Core Purpose is being delivered to the defined reach of Children’s Centre and that the content of the delivery is guided by the Local Advisory Board and the Early Years Strategy.

Children’s Centres are subject to Ofsted inspections that aim to raise the standards and improve lives. The Family Support Outreach Workers will ensure that their practice always meets the highest standards defined by Ofsted and will be presentable for quality assurance both internal and external.

**3. Key Functions:**

As part of the One Point Service you will be part of a dynamic professional and versatile team that works to achieve the best outcomes for Children and Families. You will aim to achieve an Ofsted inspection judgement of Outstanding for the Children’s Centre. You will:

**3.1 Ensure that case work and general practice delivers excellent outcomes for children and families in their personal and social development through.**

* The early identification and assessment of need through the Single Assessment framework.
* Ensuring the best possible outcomes for families, by providing quality services that are delivered through an assess, plan, do and review process resulting in maximum impact.
* Planning, implementing and delivering a range of evidence based programmes/activities with parents/carers, connected services and One Point service colleagues which aim to give children the best start in life.
* Providing direct support and guidance to families in their homes or in other settings in relation to the care of children and the promotion of their communication and language, physical, social and emotional development.
* Providing high quality family support that meet the needs of children, families in their community.
* Review practice delivery following practice feedback from Children’s Centre Leader Workers.
* To ensure the safe maintenance of confidential professional records which are accurate, relevant, up to date and legible in their own practice e.g. Case Files and tracking.

**3.2 Ensure the Children’s Centre Core Purpose is maintained and high quality services are offered to families, focusing on those most vulnerable.**

The core purpose of children’s centres as defined by the DfE (2013), is to improve outcomes for young children and their families and reduce inequalities between families in greatest need and their peers in:

* child development and school readiness;
* parenting aspirations and parenting skills; and
* child and family health and life chances.

Family Support Outreach Workers will deliver an integrated programme of support with appropriate partners to meet the needs of families by contributing to the following Core Purpose:

* assessing need across the local community.
* providing access to universal early years services in the local area including high quality early years education and childcare.
* providing targeted evidence based early interventions for families in greatest need, in the context of integrated services.
* acting as a hub for the local community, building social capital and cohesion.
* sharing expertise with other early years settings to improve quality.
* creating a respectful environment that engages parents.
* working in partnership across professional/agency boundaries.
* Developing guidance information/literature and displays appropriate to family needs in order to improve outcomes for children.
* Ensuring the safe use of equipment and resources and maintaining adequate levels of supplies as necessary.
* Participating in and adhering to safeguarding procedure as defined by the Local Safeguarding Children’s Board Policies and Procedures.
* Work in line with Durham County Council and Children’s Centre policies and procedures, contributing suggestions for improvement as necessary.
* To maintain a current, professional knowledge base and competency in the required skills of family support worker. To identify personal development needs and promote own professional development by attending appropriate courses and study days.

The postholder will undertake such other duties which may be allocated, commensurate with the grade of the post.

**4. COMMON DUTIES & RESPONSIBILITIES**

**4.1 Quality Assurance** – to ensure standards and service quality. To ensure that professional practice is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement.

**4.2** **Communication** - To ensure that the Service’s procedures, policies, strategies and objectives are effectively communicated. To ensure effective communications to all stakeholders.

**4.3** **Development of Self** - To ensure that relevant development opportunities are undertaken and achieved, where appropriate, in line with induction training, mandatory training, career pathways and individual identification with Manager. To reflect on own experiences to ensure that service developments take place. To undertake relevant CPD in line with registration with appropriate bodies, where appropriate/required.

**4.4** **County Durham and Darlington Foundation Trust and Safety** - To ensure that the County Durham and Darlington Foundation Trust and Safety policy and procedures are understood, implemented and monitored.

**4.5 Supervision and Appraisal** -To engage with and undertake required procedures in respect of supervision and appraisal.

**4.6 Equality and Diversity** - To promote/comply with the policy & procedure of DCC to ensure that everyone has an equal chance to learn, work and live free from discrimination and prejudice.

**4.7 Confidentiality** – to maintain confidentiality and not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

**PERSON SPECIFICATION**

**FAMILY SUPPORT OUTREACH WORKER**

**Grade 6**

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| **FACTOR** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **Education/**  **Qualifications** | * Level 3 qualification in Early Years/Childcare/ Education/Social Care/Community Engagement or Development or Health. * Evidence of continuous professional development. | * Level 4 or higher qualification in Early Years/Childcare/Education/ Social Care/Community Engagement or Development or Health. | Application form  Selection Process  Pre-employment checks |
| **EXPERIENCE** | * Experience of acting in a management capacity **or** guiding practice as a senior practitioner. * Recent and substantial experience in family support **or** early years **or** social care **or** a health related discipline **or** community engagement/ community development. * Recent and substantial experience of working with children and families in the home and community settings. * Experience of working in the Single Assessment Framework as a lead professional. * Recent and substantial experience of planning and delivering evidence based interventions, using evidence-based practice, with families in the home or community. * Experience of working as part of a multi-disciplinary team. * Experience of group facilitation. * Experience of presenting sensitive issues in a wide range of forums. * Experience of working with a range of professionals, external partner agencies and service providers. | * Experience of working in an outcomes focused environment. * Experience of representing an organisation. * Experience of budget control procedures. * Experience of assessing the suitability of a practice environment. | Application form  Selection Process  Pre-employment checks |
| **Skills/**  **Knowledge** | * Sound knowledge of the physical, emotional, intellectual and social needs of children. * To be able to demonstrate at all times the requirement to focus on the needs of the child and family. * In-depth knowledge of child development. * To be able to reflect and evaluate to improve working practice. * To be able to communicate effectively at all levels. * Knowledge of Safeguarding. * Knowledge of the Single Assessment Framework. | * IT literate, using Word, Excel, etc. * Knowledge of Performance Management Frameworks. | Application form  Selection Process  Pre-employment checks |
| **PERSONAL ATTRIBUTES** | * The ability to work flexibly to meet the needs of the Service. * The ability to work using own initiative. * Enthusiastic and positive approach to client-led service delivery. * Open, friendly and supportive manner. * Commitment to Equal Opportunities. * Commitment to high quality service delivery. * Capable of independent travel to meet the requirements of the post. * Good team player. |  | Application form  Selection Process  Pre-employment checks |