# **PERSON SPECIFICATION: FAMILY SUPPORT WORKER- Band 7-9 POST REFERENCE: SR-107375**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| **Requirements** | **At Band** | **Essential**Please indicate in brackets after each criteria how this will be verified i.e. (F) (I) (T) (R) | **Desirable**Please indicate in brackets after each criteria how this will be verified i.e. (F) (I) (T) (R) |
| * **Educational / vocational / occupational qualifications and/or training**
* **Specific qualifications (or equivalents)**
 | Band 7 | NVQ2 in relevant area or working towards NVQ3 in relevant area or equivalent (F) (I) | Other relevant qualification (e.g. Counselling) (F)First Aid qualification (F) ( I)Attendance on relevant courses for work with young people aged 0 – 19 (F) |
|  | Band 8 | NVQ3 in relevant area or working towards NVQ3 in the relevant area or equivalent (F) (I)Evidence of relevant professional or organisational training (eg. CSE, Mental Health, Substance Misuse, Safeguarding etc) (F) ( I) |  |
|  | Band 9 | NVQ4 in relevant area or equivalent (F) (I) | Supervisory Qualification (eg. Team leader etc) (F) ( I) |
| * **Work or other relevant experience**
 | Band 7 | Experience of working with young people, adolescents or young adults (F) ( I) (R) | Experience of Youth /Community work in a social care setting. (F) I (I) ( R)Experience of organising work routines effectively using own initiative with a minimum of supervision and support. (F) (I) ( R)Previous experience of working with challenging behaviours (F) (I)Experience of multi-agency working (F) ( I) |
|  | Band 8 | Experience of working within a Youth /Social Care setting (F) (I)Experience of co-ordinating/mentoring other staff/colleagues/volunteers (F) (I) (R)Experience of organising work routines effectively using own initiative with a minimum of supervision and support. (F) (I)Previous experience of IT in a social care environment (F) ( I)Demonstrate evidence of effectively contributing to the assessment process (I) (F)Demonstrate the evidence of effective multi agency working and use of pathways in place to support multi agency working. (F) (I) | Experience of gathering and sharing data to inform performance (F) ( I)Experience of working with vulnerable young people. (F) (I)Experience of Caseload Management (F) (I)Experience of providing information and advice (I) |
|  | Band 9 | Significant Experience of working within a Youth /Care setting (F) (I) | Previous supervisory experience (F) (I) (R) |
| * **Skills, abilities, knowledge and competencies**
 | Band 7 | Ability to communicate clearly and effectively with colleagues and service users at all levels (I) (F)Ability to problem solve (I) (F)Knowledge of Education, Employment and Training opportunities for young people (I) (F) Ability to engage with and work effectively with young people in line with identified needs of the young person (I)To identify and address factors influencing young people’s behaviour (F) ( I)Ability to maintain electronic records accurately and concisely (I) (F)Awareness of the complex needs of vulnerable young people (I)Evidence of ability to work on own initiative (I)Evidence of ability to work under pressure (I)Evidence of an ability to work with other professionals (I) (F)Evidence of an ability to work as part of a team (I) (F)Ability to follow instructions, policies and procedures (F) (I)Knowledge of Safeguarding priorities (F, I)Ability to handle sensitive issues and people with tact and diplomacy (F, I) | Knowledge of a range of statutory and voluntary agencies that help young people. (I). Knowledge of Child development (F)(I)Ability to prioritise work and organise own work (F) (I) |
|  | Band 8 | Ability to write good quality and timely assessments in relation to more complex cases (F) (I)Ability to make clear assessments, prioritise and implement interventions (I)Working knowledge of national standards re:NEET and Not known cohort (I)Ability to use bespoke software such as IYSS,EYES, ICS, EHA(F)Ability to advise and guide junior colleagues and/or volunteers (individually and collectively) (F) ( I) | Evidence of knowledge of relevant legislation in respect of children, young people and families (F) (I)Evidence of awareness of the role of Child and Adult Services. (I)Evidence of an ability to liaise effectively with people at all levels. (I)Evidence of report writing skills. (F) (I) |
|  | Band 9 | Detailed knowledge of current issues concerning youth/social care (I) |  |
| **General competencies** | Band 7 | Good communication skills – written and verbal (F) (I) (R)Ability to liaise and communicate with other professionals and families (F) ( I)Non judgemental and resilient (F) ( I)Good team working skills (internally and externally) (F) ( I) ( R)A commitment to anti-discriminatory practice (F,) (I)Willingness and ability to undertake core training and other developmental training where appropriate (F) ( I)Willingness to further own skills through professional development (I) Available to work flexibly including some evening and weekends (F) (I)Ability to travel independently throughout the Borough (I) | Full driving licence (F) ( I)Access to own vehicle (F) (I) |
|  | Band 8 | Ability to plan ahead (F) ( I)Good verbal and written presentation skills and the ability to writ Ability to work on own initiative and take responsibility for prioritising and managing own work load (F,I)Good verbal and written presentation skills and the ability to write accurate assessment/ referrals (I) |  |
|  | Band 9 |  Ability to independently organise work routines effectively, using own initiative with minimum supervision and support (F,) (I)Ability to support and mentor more junior colleagues when required, giving instructions and checking that work undertaken meets acceptable standards (F) ( I)  |  |
| **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.