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|  | **POST TITLE:** | **Family Support Worker** |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | **6**  Job evaluation no: N9849 |
|  | **LOCATION:** | Any One Point Service Targeted Family Support team location across County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Criminal Records Bureau:** Subject to DBS Enhanced disclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Senior Key Worker

1. **DESCRIPTION OF ROLE:**

Some families in County Durham experience a range of factors which place outcomes for their children at risk, these include poverty, parental substance misuse, domestic abuse, crime and/or anti-social behaviour, poor school attendance and worklessness. The aim of the Family Support Worker is to provide practical help at the earliest opportunity to enable these families to make significant and sustainable changes that will impact positively upon themselves and their children. To do this the Family Support Worker will provide practical help to families that is agreed as necessary between the family and the Senior Key Worker/Key Worker.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* Provide practical help and intensive interventions to families that contribute to meaningful positive change. This may include supporting families to make and attend appointments, modelling appropriate actions and behaviours and assisting the necessary day to day activities that enable families to progress and maintain positive outcomes;
* Develop and use a range of approaches to engage and build an effective working relationship with parents and families to enable positive change to take place for themselves and their children;
* To work with parents to empower them to enable them to identify, acknowledge and meet their own and their children’s needs, develop life skills, make and sustain effective change and reduce vulnerability;
* To work within the Single Assessment Framework and ‘Team around the Family’ processes, to contribute to whole family assessments and family plans and liaise with other relevant partners as appropriate;
* To participate in and adhere to Safeguarding procedure as defined by the Local Children’s Safeguarding Boards Policy and Procedures;
* To work with the family, the Senior Key Worker/Key Worker and other colleagues to develop planned interventions with a clear focus on SMART outcomes; this will set out what changes in behaviour are expected and the appropriate support required.
* To work in partnership with children, young people, and their families in contributing to plans which focus upon strengths and wishes;
* To monitor and review progress against agreed goals and challenge where appropriate;
* To contribute to a planned and timely exit strategy for the family including the appropriate use of Community and Voluntary organisations and/or the Community Family Hub;
* Provide support to improve relationships within the family, the family network and the local community;
* Advocate on behalf of the family in engaging positively with and shaping the services and responses of agencies, organisations and other professionals who have a role in meeting the family’s needs;
* Work with parents and families to develop confidence to engage with services and other support from the statutory, voluntary and the independent sector;
* To plan and deliver innovative support and evidence based intervention packages to children, young people, parents and carers including facilitating parenting programmes to support parents to develop their parenting skills and aspirations;
* Providing opportunities for adults to participate in activities that improve their personal skills, education and employability;
* Enhancing parents’ understanding of their responsibilities for their children’s safety and well-being;
* Delivery of a range of evidenced based parenting programmes and interventions;
* To ensure that accurate records are maintained which reflect decision making and to prepare and present reports where appropriate;
* To ensure that children, young people, their families and carers views are at the centre of the service and promote their participation in all aspects of service delivery.
* Be accountable for and review own practice using supervision, reflective practice and other opportunities for continuous professional development;
* To work flexibly to meet the needs of children and families, including some evening and weekend working;

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Strategic Manager.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification: Family Support Worker

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Level 3 qualification in a relevant children’s services field. * Evidence of continuous professional development. | * Level 4 or higher qualification in Early Years/Childcare/Education/ Social Care/Community Engagement or Health. | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Recent experience of working and supporting vulnerable children and families in the home and community settings; * Experience of delivering planned interventions using evidence-based practice leading to improved outcomes; * Experience of working as part of a multi-disciplinary team; * Experience of partnership working to achieve desired results; * Experience of responding effectively to safeguarding issues and concerns; * Experience of group facilitation; * Experience of working with a range of professionals, external partner agencies and service providers | * Experience of delivering and reporting on outcomes. * Experience of evidence based parenting interventions and programmes; | Application form  Selection Process  Pre-employment checks |
| **Skills / Knowledge** | * Knowledge of the physical, emotional, intellectual and social needs of children and families; * Integrated multi agency working processes and practices for safeguarding children, young people and vulnerable adults; * Values and principles underpinning whole family intervention; * Persistent and proactive approaches in engaging families; * Understand the nature of effective relationships; * Establishing and maintaining professional boundaries; * Understand information sharing, consent and confidentiality; * Goal planning, monitoring and review processes; * Problem solving skills – ability to be innovative and find creative solutions to implement change; * The range of evidence based programmes, interventions, services, networks and community resources available, and how to access them; * Child, young person and adult development; * Change theory; * Strategies to build parental self-confidence, capacity and resilience; * Father inclusive practice; * Ability to manage time effectively, prioritise, co-ordinate tasks and meet deadlines; * Knowledge of Safeguarding; * Proven verbal and written communication skills; * Negotiation and mediation skills; * Effective interpersonal skills including ability to work effectively as part of a team and in partnership with a range of external agencies; * To be able to demonstrate at all times the requirement to focus on the needs of the child and family; * The ability to reflect and evaluate to improve working practice; | * A sound understanding of statutory and voluntary provision for children and families at a local level; * Ability to demonstrate knowledge and understanding of key policies affecting families and children. * Experience of working in an outcomes focused environment; * IT literate – Microsoft packages (Word, Excel, Powerpoint, email) | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * The ability to work flexibly to meet the needs of the Service; * Non-confrontational approach to problem solving; * Open, honest and assertive manner; * Supportive and challenging; * Ability to respect confidentiality; * Commitment to high quality service delivery; * Good team player; * Enthusiastic; * Persistence; * Empathy and positive regard; * Warm, respectful and sensitive; * Reliable; * Strong sense of Self; * Capable of independent travel to meet the requirements of the post; |  | Application form  Selection Process  Pre-employment checks |