

JOB DESCRIPTION

Job title:	Family Support Practitioner
Service:	Family Action Services Stockton-On-Tees
Salary:	Grade 2 Point 11-15
Hours:	37 hours per week (full time)
Location:	Stockton-On-Tees
Responsible to:	Family Action Service Co-ordinators

Summary of Job:

This full-time post will work across our established Family Outreach & Volunteering service, alongside our Familytime Supervised Contact Service. Within this post you will be involved in the assessment, planning, observation and delivery of outcome focussed work alongside children, families and professionals within the Stockton-on-Tees locality.

Key tasks and responsibilities:

1. To provide high quality direct support to children, young people and their families across a range of settings. Enabling them to access appropriate services, opportunities and receive the correct level of support, working in a multi-agency approach wherever possible.
2. To support the delivery of safe and effective supervised contact sessions ensuring that these are as positive experience for children as possible.
3. 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, risk assessments, recording timescales and Family Action policies are adhered too.
4. To implement effective casework, that is delivered in a focused way, ensuring the assessed needs of the family are met.
5. When supervising contact sessions, to recognise any risks of harm and intervene appropriately. Specifically assessing the quality of parenting observed during the supervised contact and use this evidence to complete detailed and timely reports as required by the court or principal social worker.
6. To provide or facilitate transport to supervised contact sessions, appointments and meetings, using your own vehicle.

7. 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 signposting and directing service users to these where & when appropriate.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. To work flexibly, including evening and weekends as required.
14. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
15. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services

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Person Specification:

1. Educated to (or working towards) 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 needs and experiences of the children, young people and families we work alongside. To have a clear understanding of child development, and expectations of “good enough” parenting.
5. To have an equally good understanding of strengths – both in terms of the individual and their social and community network. Demonstrating an ability to work in an empowering manner ‘with not for’ to achieve shared outcomes.
6. To have awareness and a robust understanding of safeguarding issues, risk assessment and risk management. Understanding the importance of working within agency policy and procedures.
7. Evidence of, or experience in undertaking the Lead Professional role and having the ability to collate and analyse information, to produce actions plans based on that information. Similarly, being able to follow plans/instructions as agreed and directed by other professionals.
8. Evidence of the ability to communicate, negotiate, engage and manage conflict and disagreement with children, young people, parents, carers and/or families. Understand the importance of remaining impartial, objective and focused on the needs of the child/children at all times.
9. Good organisation, planning, report writing and record keeping skills. 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.
10. Experience of and ability to use MS Office applications, Outlook and electronic recording systems in line with Data Protection requirements.
11. Experience of utilising a management information system, for example liquid logic 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. A commitment to Family Action’s Equality & Diversity Policy and 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.

13. 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.
14. Ability 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