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| **Job Description** | |
| **Post title** | Supporting Family Time Worker |
| **JE Reference No** | A5860 |
| **Grade** | Grade 6 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Children’s Social Care – First Contact and Specialised Services |
| **Reporting to** | The post holder will be accountable to the Team Leader/Team Manager of the Supporting Family Time Team. |
| **Location** | Your normal place of work will be in an approved location, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post iseligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To ensure delivery of family time and services.

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| **Duties and responsibilities** |

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

* To provide family time at a range of venues throughout County Durham.
* To assist the manager in ensuring the designated venues are safe and appropriate for family time.
* To ensure that children, young people and families are made to feel welcome. Communicate effectively, showing empathy and a non-judgemental approach.
* Ensure children, young people and families have a safe and positive experience of family time.
* To use observation and assessment skills appropriately to provide detailed and accurate recording.
* To provide records and reports which:
* Are kept to the standard set by the Service using new technology.
* Reflect working in partnership with families.
* Reflect the objectives and purpose of the Supporting Family Time contract.
* Support social workers in their work with vulnerable children and young people, their families and/or carers.
* Are shared with other relevant professionals.
* To ensure that feedback is obtained from families through questions/feedback on the quality of the service received.
* To promote the participation of users and carers in all aspects of the service and to liaise with other agencies whenever necessary.
* Where necessary, to supervise and ensure the safe conveyance of children and young people to and from family time venues.
* To support the Team Leader/Team Manager in providing a safe service delivery including assessment and management of risk.
* To ensure that conditions of work and the environment comply with Health and Safety legislation.
* To adhere to published policies, standards and procedures in the delivery of the service.
* To notify providers and quality controllers about deficiencies in the standards of services
* To inform service planners about unmet needs and gaps and shortfalls in provision.
* To undertake training, as required, to meet the needs of the service.
* To support other services within Children’s Social Care.
* Undertake any such duties assigned by the Director of Children and Young People’s Services or duly authorised officers, commensurate with the grade of the post.
* **To work flexibly within the hours of operation 8am to 8pm to best meet the needs of the service. Demand on the service is greatest in the afternoons and early evenings, 7 days per week.**

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Level 3 qualification in a relevant children’s services field or equivalent |  |
| Experience | * Significant experience of direct work with children and/or young people and their families in a social care, health, education, housing or youth and community setting * Experience of sharing information appropriately with other professionals in a timely manner | * Recent experience of direct work with children and/or young people and their families in a social care, health, education, housing or youth and community setting * Experience of multi-agency working |
| Skills & Knowledge | * Ability to form positive and effective relationships with children and/or young people and their families and/or carers * Good communication skills including listening and writing clearly * Good observation skills * Able to summarise information * Able to keep accurate records which reflect the requirements of the service * Information Technology skills * Knowledge of child development * Knowledge of attachment * Knowledge of legislation relevant to the role of Family Time Worker e.g. Children Act, GDPR | * Knowledge of Local Safeguarding Children Board Procedures |
| Personal Qualities | * Approachable, warm and welcoming to children, young people and families * Non-judgemental attitude to children, young people and families * Able to demonstrate empathy * Emotionally resilient, able to deal with emotional distress and challenging behaviour, including aggression in a calm and controlled manner * Commitment to promoting equality and diversity * Work effectively as a member of a team and accept delegated responsibility * Able to work flexibly * Current driving licence/car owner or access to a means of mobility support. If driving must have current valid driving licence and appropriate insurance. | * Able to de-escalate challenging situations |