



PERSON SPECIFICATION: FAMILY SUPPORT WORKER (Resource Team)

POST REFERENCE: 108086

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.

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 equivalent)	Band 7	NVQ2 in relevant area or working towards NVQ3 in relevant area or equivalent (F) (I) Experience of working in a supportive capacity to give practical assistance to children and their families. (F) (I) Experience of individual work with children with disabilities (F) (I) Knowledge of child development (F)(I)	Experience of working with parents to enhance their knowledge of parenting and development of parenting skills, to include groups (F) (I)
- Work or other relevant experience		Experience of working with young people, adolescents and adults (F) (I) (R) Experience of Community work in a social care setting with supervision and support in relation to caseload management and assessments. (F) I (I) (R)	



		Ability to mentor and guide less experienced colleagues and/or volunteers (individually and collectively) (F) (I) Experience of organising work routines effectively using own initiative. (F) (I) (R) Experience of working with challenging behaviours (F) (I) Experience of multi-agency working (F) (I) Experience of providing information and advice (I)	
- Skills, abilities, knowledge and competencies		Ability to communicate clearly and effectively with colleagues and service users at all levels (I) (F) Ability to write timely assessments in relation to cases and support family to devise their own plan and identify who can help (F) (I) Ability to problem solve (I) (F) Knowledge of local services, including those who deliver education, training and employment opportunities for people (I) (F) Ability to engage with and work effectively with people in line with identified needs of the family (I) To identify and address factors influencing behaviours within families, for example difficult family relationships including parental conflict, substance misuse, mental health and domestic abuse (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, following procedures/standards of practice (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 Local Safeguarding policies (F, I) Ability to handle sensitive issues and people with tact and diplomacy (F, I)	
General competencies		Good communication skills – written and verbal (F) (I) (R) Ability to liaise and communicate with other professionals and families (F) (I) Ability to independently organise work routines effectively, using own initiative with supervision and support of manager (F,) (I) An awareness of equal opportunities and diversity (F) (I) Good team working skills (internally and externally) (F) (I) (R) 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 (F) (I) Full driving licence (F) (I) Access to own vehicle for work purposes (F) (I)	



	Band 8	In addition to Band 7	
- Educational / vocational / occupational qualifications and/or training Specific qualifications (or equivalent)		NVQ3 in relevant area or working towards NVQ4 in the relevant area or equivalent (F) (I) Evidence of relevant professional or organisational training (eg. Child Sexual Exploitation, Adult and Child Mental Health, Adult and Child Substance Misuse, Safeguarding etc) (F) (I)	
- Work or other relevant experience		Experience of working within a Community/Social Care setting (F) (I) Experience of mentoring other staff/colleagues/volunteers (F) (I) (R) Experience of organising work routines effectively using own initiative with minimum supervision and support. (F) (I) Experience of IT in a social care environment (F) (I) Contribute to the gathering and sharing data to inform performance (F) (I) Experience of working with vulnerable people. (F) (I) Evidence of providing information, advice and intervention.	
- Skills, abilities, knowledge and competencies		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 standards of practice set within Hartlepool (I) Ability to use bespoke software, for example during direct work and for record keeping (F) Ability to mentor and guide less experienced 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 an ability to liaise effectively with people at all levels. (I) Evidence of report writing skills. (F) (I)	
- General competencies		Ability to plan ahead (F) (I) Good verbal and written presentation skills and write reports to an acceptable level with the ability to compile assessments and make recommendations for services to support (F) (I) Ability to work on own initiative and take responsibility for prioritising and managing own work load (F,I)	
	Band 9	In addition to Band 7 & 8	
- Educational / vocational / occupational qualifications and/or training Specific qualifications (or equivalent)		NVQ4 in relevant area or equivalent (F) (I) Knowledge of a range of statutory and voluntary agencies that help people. (I) Ability to prioritise work and organise own work (F) (I) Evidence of awareness of the role of Child and Adult Services. (I)	Additional Qualification (eg. Team co-ordinator Solution Focused Practitioner etc) (F) (I)



- Work or other relevant experience		Significant Experience of working within a Community setting (F) (I) Experience of coaching and mentoring other staff/colleagues/volunteers/Parents/Groups (F) (I) (R)	Previous supervisory experience (F) (I) (R)
- Skills, abilities, knowledge and competencies		Detailed knowledge of current issues concerning youth/social care (I) Ability to coach, mentor and guide staff/colleagues/volunteers/Parents/Groups (F) (I)	Ability to plan, deliver and evaluate interventions/groups (F) (I)
- General competencies		Ability to support and mentor less experienced colleagues when required, giving instructions and checking that work undertaken meets acceptable service standards (F) (I)	
ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)			

On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
Corporate E-Induction & Equality, Diversity and Discrimination.	Once
Employee Protection Register	Once
Prevent/WRAP	Once
Health and Safety Awareness	Once



Manual Handling	Once
GDPR	Annually
Safeguarding Adults Awareness	Annually
Safeguarding Children and Young People	Annually
Additional training will be requested in accordance with service development and the nature of the role.	To be determined
Additional training will be needed in accordance with individual training and development needs.	To be determined.
Successful progression within the role is subject to additional training and development criteria.	To be determined.

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.