

## JOB DESCRIPTION

<b>Job Number:</b>	N2036
<b>Service:</b>	Operations Group - Learning and Achievement - Children's Centres and Traded Units
<b>Job Title:</b>	Family Support Worker
<b>Reports To:</b>	Service Manager - Early Help/Early Help Officer/Community Services Co-ordinator
<b>Main Purpose of Job:</b> <i>Briefly – what is the job there for and why is it being done? Please attach an organisation chart to show clearly, the department structure and where the job fits with this.</i>	
<p>Provide planned intensive individual support to families (with children aged 0-19) most in need of intervention and support within a Children's Centre and/or families' own homes. Adopt a flexible and professional approach in promoting the development, welfare and potential of children within their families, to enable the local authority to meet its statutory obligations by protecting children from significant harm.</p> <p>Assess, advise, observe and empower parents to undertake their parenting responsibilities, which is sometimes part of a contractual agreement (e.g. a Child Protection Plan). Through individual and/or group work, give families the opportunity to develop their confidence, self-esteem, life and communication skills in order to build personal and community support networks.</p> <p>Work within the context of the Somerset Early Help Strategy and undertake and contribute to the Common Assessment Framework.</p>	
<b>Main Responsibilities and Duties:</b> <i>What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.</i>	<b>% of Time</b>
<p>1. Take case responsibility for a number of families, and to work with a significant degree of autonomy. Work in partnership with families to encourage and empower them to participate as fully as possible in the care of their children and enable them to meet the needs of their family. Work with families in Children's Centres (as part of the Early Help Service), community based settings or in their homes, such as supervised contact.</p> <p>a) Assess children and families through observations, CAF assessments and developmental checks (carried out by Health Visitors). Plan, monitor, implement and review child/family plans with individual children and their families setting clear outcomes. Make recommendations for adjustment as considered appropriate.</p>	<p>Items 1 to 2 = 65%</p>

- b) Agree with parents and agencies the aims and purpose of the work with parents and children.
- c) Develop links and working relationships with other professional agencies and community based services and to work together with them in the assessment and support of children and their parents/carers, especially where there are concerns for their health and welfare.
- d) Enable parent's and children's referral to specialist and other services in accordance with required protocols.
- e) Monitor children's welfare and outcomes including those who are subject to Child Protection Plans, where necessary writing and presenting reports relating to child protection, childcare proceedings and court appearances as appropriate in consultation with line manager.
- f) Integrate children and parents with disabilities, sensitively and positively into the centre and wider community, promoting participation in a range of quality activities.
- g) Use persistent and proactive interventions when working with parents and children with high levels of need to enable positive changes in their lives.
- h) Participate in and arrange when necessary, appropriate meetings (eg multidisciplinary meetings or CAF case conferences) to discuss individual cases or general service provisions, which may involve meeting staff from a variety of agencies.
- i) Have an awareness of services in the community and signpost as appropriate to these or other specialist services in order to ensure that the needs of families are met.
- j) Develop and maintain professional competence as a parenting practitioner, operating to the National Occupational Standards.
- k) Work in innovative and creative ways with children and their families and to plan individual and group activities

2. Instigate and be involved in family support projects in outlying communities, developing community links, support networks and an awareness of local need.

<ol style="list-style-type: none"> <li>3. Undertake comprehensive record keeping, report writing and collation of assessments within the common assessment framework and within the context of open access to records in accordance with information sharing procedures.</li> <li>4. Undertake evaluation and evidence of impact of services in order to inform the children's centre planning and review process.</li> <li>5. Facilitate, deliver and assist in the provision and development for continued improvement of professional courses and parenting services, as part of the children's centre curriculum, particularly specialising in behaviour support programmes and developing parent self-esteem and life skills with parents and other professionals.</li> <li>6. Accept responsibility for special projects, such as outreach projects, or other areas of work as directed by senior management.</li> <li>7. Update own knowledge of good practice and gain new skills by participating in workshops, attending training sessions and sharing expertise acquired with staff colleagues.</li> <li>8. Be aware of and work within the legal framework, Health and Safety framework, policies, procedures, ethical and professional boundaries, guidelines and legislation, including fire drills.</li> <li>9. Participate in regular supervision and staff meetings.</li> </ol>	<div> <div>25%</div> <div>10%</div> </div>
<p><b>Facts and Figures:</b> Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.</p>	
<p>Work with families of varying abilities and needs and who on occasions can be distressed or difficult and to deal with those situations in an appropriate manner in accordance with guidelines and procedures.</p> <p>Have a knowledge of external resources.</p> <p>Minor cash handling responsibility for items such as activity charges, toy library and minor charges to parents for beverages, etc. (typically less than £50 per week).</p> <p>This post is subject to clearance of a DBS (Disclosure and Barring Service) check.</p>	
<p><b>SUPPORTING PROCESSES</b></p>	
<p><b>Problem Solving and Creativity:</b> Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?</p>	
<p>Work creatively with children and their families and plan individual and group activities. This may include, creating specific learning aids, research and adaptation to meet cultural needs.</p> <p>Will be expected to undertake assessments and assist in developing creative and imaginative solutions and packages of care, in conjunction with other professionals.</p>	

**Decision Making:** Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.

Decisions are taken relating to advising families about appropriate services and resources, advising parents about management of their children and to deciding on the key objectives of work with individual families in the centre and in the families' own homes. Decisions are taken with reference to parent assessments in consultation with the appropriate staff.

**Physical Effort and Working Conditions:** Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.

The postholder may work with a range of service user groups, including people with mental health problems and people with physical disabilities, and be asked to work weekends and/or evenings.

The work involves some manual handling of persons and equipment in the centre and in the families' own homes on completion of relevant training. Noise, some outdoor work and client personal hygiene requirements impact on the normal working environment.

Manual handling of play equipment involved in outdoor play with children. Additional lifting and transport of equipment in relation to home visits and to outlying communities.

The postholder will be required to travel in order to visit families and deliver services from a variety of centres and community buildings.

The postholder may occasionally be required to accompany or transport children and families.

The postholder will regularly be working on their own (in accordance with SCC's lone working policy) and may be required to travel across the county and/or work from a number of delivery points as and when required.

There may be occasions when the postholder may be flexibly deployed to other parts of the service where their skills in working with families could usefully support service pressures and needs.

**Contacts and Relationships:** Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.

It is an essential element of the postholder to build and maintain a range of close contacts and relationships with children, young people and families and other professional staff. Frequent contacts with care professionals, voluntary bodies and other agencies relating to client needs. Receive and pass information and to offer advice and guidance to families relating to the provision of support and care.

**Additional Information:** Anything else which is relevant to the job which is not adequately covered elsewhere.

None.

**Knowledge, Skills and Experience: (To be completed by the Line Manager)** *The minimum general education standard, qualifications, training and level of experience required by the job holder **to be fully effective in the job**. Note that this information should relate to the requirements of the job and not what may be available from existing job holders.*

Knowledge of specific service user needs. Literate, numerate and proficient to agreed standards in IT Skills, food hygiene, health and safety regulations and Somerset Total Communication. Requires sound communication skills and to be sensitive to families who may have complex needs, with an ability to undertake observations and assessments delivering them both verbally and in writing.

The postholder must have achieved level 3 qualification in an appropriate field, such as City and Guilds Work with Parents Level 3, or be able to demonstrate you have a qualification in working with parents.

Knowledge of specified client group, a variety of experiences of working with children and families and facilitating groups with a good level of occupational experience.

To be self motivated, able to prioritise work and manage time effectively.

Understanding of the 2004 Children Act and Children's Centre Ofsted framework.

**Agreed** that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: ..... Date: .....

Line Manager: ..... Date: .....

Designated Senior Manager: ..... Date: .....

February 2014