

Family Support Worker

Department: Children, Young People, Education & Skills

Division: Children's Social Care

Reports to: Team Manager

JE Reference: CYP1007

Grade: 8

Job purpose

To provide intervention and support to children, young people and their families, empowering them to address various challenges, reducing problems and risks and, in some cases, helping to make sure that children can remain with their family.

To work in partnership with parents to strengthen parental capacity and family relationships and to increase parental engagement with professionals and in their local community.

To work with parents and their children in their homes and in the community offering practical help and emotional support, outside of core office hours, to increase the skills, confidence and abilities of all family members to live their daily lives in a positive and safe way.

Job specific outcomes

1. To provide intervention that include the child and family approach to families with complex needs where intervention has been requested by the social work team/s.
2. To undertake assessment and specific interventions as directed by the assessing team/s.
3. To supervise contact between children and parents, ensure children safety during contact, transport children to and from contact and produce accurate records.
4. To attend court, conferences, review meetings with the support of the team manager. Engage in supervision and training sessions as requested and required by those requesting services.
5. To work flexibly as will be required by the needs of the service, responding to crisis and ensuring that the children and their families are supported and enabled to seek solution and manage stressful moments.

6. Participate in the practical implementation of care plans by working alongside the children, young people and their families. This may be in the family home, the local office or in the community.
7. Use, update and maintain specialist skills, knowledge and experience to act as a resource for children and families, colleagues and partners as required
8. To adhere to and uphold the principals, core values and policies and procedures of the Children Social Care.
9. To engage in training and development as part of carer development Maintain up to date records that ensure the service provided is both transparent and accountable, in line with legal requirements and departmental procedures and processes
10. Use, update and maintain specialist skills, knowledge and experience to act as a resource for children and families, colleagues and partners as required

Statutory responsibilities

- The post holder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;

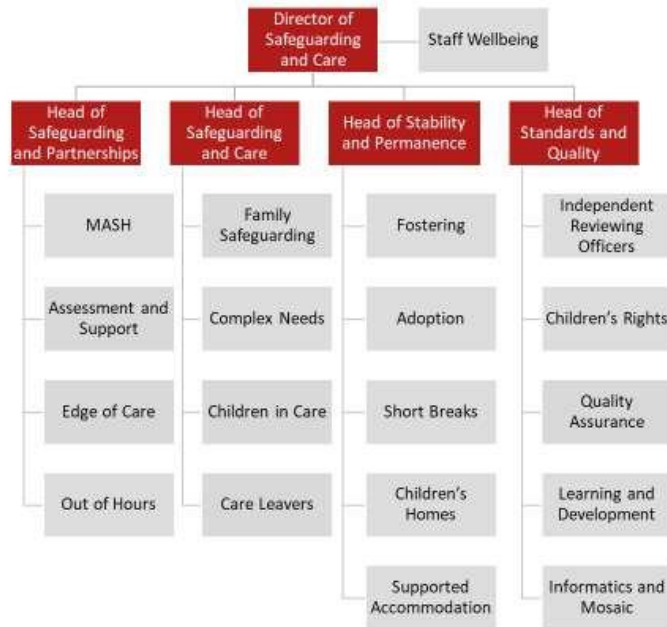
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

- Children's social care
 - This is a Tier 5 role.
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Organisation chart

**Children’s Social
Care Services
(CSCS):
Organisational
Chart
(October 2020)**



This post reports to the Team Manager and the Team Manager reports to the Head of Service Safeguarding and Partnerships.

It is a Tier 5 role.

Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>NVQ4 in working with children and young people, early year's child care or equivalent is required. Staff without these qualifications must be prepared to undertake the requisite training, within the agreed timescales. Staff will also be expected to complete the in house relevant training including child protection training.</p>	<p>Diploma or degree qualification Certified training in a parenting support / working with parents programme (e.g. 'Triple P' / 'Strengthening Families' or similar)</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Demonstrate an understanding of Child development</p> <p>Evidence experience of working with children or young people at different settings</p> <p>Knowledge of the assessment framework and its bearing on the intervention work.</p> <p>Knowledge and experience of direct work with families who have complex needs</p>	<p>Experience of working with families with complex needs who typically find it difficult to engage with services.</p> <p>Experience in supporting families to make positive choices</p> <p>Experience of supporting parents in managing children's challenging behaviour</p>

	<p>Practical knowledge and experience of working with vulnerable families and being aware of any issues a practitioner may face while working with vulnerable families</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Good communication skills are essential</p> <p>Effective use of ICT. This would include working knowledge of Word, Outlook and databases.</p> <p>A holder of a valid licence</p> <p>Ability to learn and provide training to others.</p>	<p>Bi-Lingual Speaker</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to write clear and accurate reports.</p> <p>Able to use IT systems.</p> <p>Ability to work hours in a flexible way, including evenings and weekends to meet the needs of the service.</p>	<p>Ability to work both independently and as a member of a team</p> <p>Committed to improving outcomes for children and their families</p> <p>Committed to anti-oppressive and anti-discriminatory practice</p>
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p><i>Working with in social care setting or service</i></p> <p><i>Experience of setting appropriate professional boundaries with families</i></p>	<p>Experience in challenging and supporting families to make positive choices</p> <p>Experience of supporting parents/carers in managing children and young people's challenging behaviour</p> <p>Experience of working with people in their home</p> <p>Specialist experience of working with children and</p>

		<p>families in one or more of the following:</p> <ul style="list-style-type: none"> -complex needs -counselling -crime prevention -disability -early years -education -financial support -housing -mental health -parenting -physical health -social work -substance misuse -youth work
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>A professional approach to the job and the ability to work with empathy, discretion and confidentiality is essential.</p> <p>An understanding to the issues that can impact on families and parent's ability to provide appropriate guidance and care to their children is essential</p> <p>An enhanced DBS check</p>	

Core Accountabilities, Attributes and Behaviour Indicators

This is a Tier 5 role.