

Senior Family Support Worker

Department: Children, Young People, Education & Skills

Division: Children's Social Care

Reports to: Team Manager

JE Reference: CYP1039

Grade: 9

JE Date: 26/8/2021

Job purpose

Provide a comprehensive intervention family support service to families open to Children Social Care in Jersey with focus to improve outcomes for vulnerable children and young people.

Act as an enabler to inspire, supervise and monitor the work of Family Support Workers and lead on the delivery of the day to day working of Family Intervention Service, championing good practice.

Provide training, advice, support and guidance to the multi-agency workforce in delivering intervention work.

This role is responsible for driving continuous improvement strategies throughout the team.

Job specific outcomes

1. Supervise a team of Family Support Workers, providing supervision, guidance, coaching and mentoring necessary for each team member to maintain the highest standards of personal and professional conduct, adherence to relevant codes of conduct, policies, procedures, and legislation.
2. Plan and organise case co-ordination for a team of Family Support Workers and oversee the implementation of direct work with families and co-ordination of multi-agency support to promptly address children and families' needs so that problems do not escalate.
3. Triage requests received by the resource panel, and when it is received plan and oversee the agreed intervention support with social care team and other professionals to support children and families open to Jersey Children's Social Care Services.
4. Deliver appropriate, open, accurate and straightforward communication to service users and carers, clearly explaining service policies and the professional role and responsibilities of the Family Intervention team including any intervention which may prove necessary, in order to establish and maintain the trust and confidence of service users and carers.
5. Guide and support Family Support Workers in challenging and reporting dangerous, abusive, discriminatory, or exploitative behaviour or practice, including potential criminal

offences, wherever this may be found, to ensure the wellbeing of the team, service users and carers are always safeguarded. Ensure service users' protection and safety are prioritised when providing support and intervention.

6. To promote the individual views and wishes of children, young people, and other family members to support their rights to self-determination, to control their own lives and to make informed choices about the services they receive.
7. Deliver appropriate, open, accurate and straightforward communication to family members, clearly explaining service policies and the practitioner roles and responsibilities to establish and maintain the trust and confidence of service users and carers.
8. Monitor and audit case records produced by Family Support Workers to ensure that these are clear and accurate as required by established procedures and best practice, always bearing in mind that such documents may be disclosable for the purpose of Serious Case Reviews, external inquiry, and inspection, and to the Royal Court in respect of civil applications or in criminal proceedings associated with the protection of vulnerable individuals.
9. Implement and monitor data protection and confidentiality policies to ensure that all information about service users is always treated by Family Support Workers and other staff in the strictest confidence in line with data protection, relevant disclosure and consent policies, and information sharing protocols and procedures.
10. Implement risk assessment policies and procedures, ensuring that these are always followed by staff, and lead on accessing specialist professional advice and guidance for complex cases, so that potential and actual risk is identified and managed. Lead on the use of escalation processes to ensure a child's protection and safety when necessary.
11. Undertake identified and co-ordinated quality assurance and performance management activity and service development including auditing case records produced by Family Support Workers to ensure that these are clear and accurate as required by established procedures and best practice.

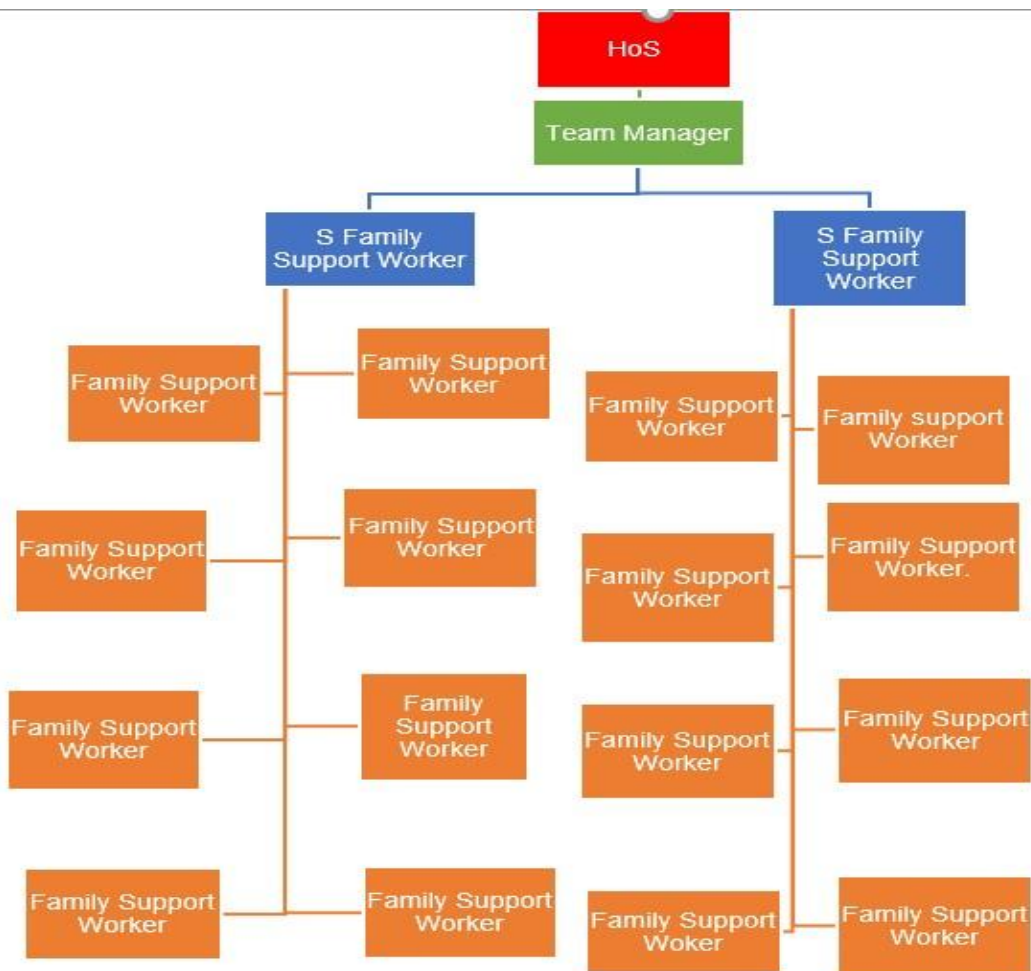
Statutory responsibilities

- The postholder 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 jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A social care qualification at a level 5 or degree level	A professional qualification in Social Work or another related field
Knowledge	<p>Specialist knowledge in intervention methods and intervention models that are underpinned by theory and relevant practical experience.</p> <p>An understanding of children's & adult safeguarding issues.</p> <p>Good understanding of the management of risk and supporting vulnerable children and families in the community.</p> <p>Understanding of therapeutic services, their arrangement and provision.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p> <p>Knowledge of undertaking case audits.</p>	<p>Comprehensive knowledge of the range of services provided both within CYPES, Health and Community Services, by other States Departments and by private and voluntary sector providers</p> <p>Good understanding of legislation, the general workings of civil courts and the conducting of police investigations into related criminal activity.</p>
Technical / Work-based Skills	<p>Advanced safeguarding training.</p> <p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p> <p>Ability to attain Enhanced DBS clearance.</p>	Safeguarding certificated.
General Skills/Attributes	<p>Ability to work autonomously, with the capacity for independent, responsible, professional decision making, often whilst under considerable pressure.</p> <p>Supervision, organisational and administrative skills.</p> <p>Ability to assimilate complex facts or situations requiring analysis, interpretation, and comparison of a range of options to provide intervention.</p>	

	<p>Able to communicate calmly and clearly using a variety of media in highly sensitive situations.</p> <p>Able to facilitate the involvement of a range of stakeholders (public and private sector) to deal effectively with complex issues relating to vulnerable service users.</p> <p>Able to question and understand the real, underlying needs of the customer, beyond those initially expressed.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful, and emotional situations involving vulnerable children and adults.</p> <p>Establishes systems to collect customer feedback.</p> <p>Able to review current performance and identify ways of making improvements that enhance overall service to customers.</p> <p>Able to give timely and specific feedback on individual and group/team performance and to identify areas of working and ways in which performance can be improved</p>	
<p>Experience</p>	<p>Evidence of continuing professional development.</p> <p>Demonstrable experience of developing, implementing, and managing individuals or teams. Knowledge of management and leadership principles.</p> <p>Co-ordinating and developing support services and advising carers and families.</p> <p>Negotiating services for vulnerable service users, including matters involving child protection, vulnerable adults, mental and physical health issues, and bereavement.</p>	<p>Experience of managing in a care centred environment.</p> <p>Experience of delivering value for money services including cost savings utilising a commercial approach</p>

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.