

Family Support Worker

Department: Children, Young People, Education & Skills

Division: Intensive and Integrated Youth Support Service

Reports to: Team Leader

JE Ref: CYP1111

Grade: CS08 **JE Date:** 04/01/2023

Job purpose

To provide support and interventions to children and young people open to the Intensive and Integrated Support Service empowering them, their families, and carers to address challenges and risks, prevent family breakdown and, where appropriate, support reunification.

To work in partnership with parents and carers to strengthen parenting capacity and to increase and support engagement with professionals.

To work with parents, children and young people in their homes, placements and in the community offering practical help and emotional support to support them to realise their potential.

Job specific outcomes

1. To work as part of a multi-disciplinary team tasked with supporting children, and young people who present with behaviours which are self-destructive and pose a risk to themselves and others.
2. To provide practical support and interventions to children and young people open to the Intensive and Integrated Support Service empowering them, their families, and carers to address challenges and risks, prevent family breakdown and, where appropriate, support reunification
3. To undertake direct work with children and young people, supporting them to engage with education, both formal and informal, reduce risk taking/destructive behaviours and to develop the skills and abilities they need to reengage constructively with their local communities.

4. To provide intervention that include the child and family approach to families with complex needs to prevent family breakdown and, where appropriate, support reunification.
5. To contribute towards assessments and specific interventions as indicated by the case holding social work teams.
6. To attend court, conferences, review meetings with the support of the team manager. Engage in supervision and training sessions as required.
7. To work flexibly as will be required by the needs of the service, responding to crises, and ensuring that children, young people and their families and carers are supported and enabled to seek solutions and manage stressful events.
8. 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 'Hub' or in the community.
9. Use, update and maintain specialist skills, knowledge, and experience to act as a resource for children, families, carers, colleagues, and partners as required
10. To adhere to and uphold the principals, core values and policies and procedures of the Children Social Care.
11. To engage in training and development as part of career development maintain up to date records that ensure the service provided is transparent and accountable, in line with legal requirements and departmental procedures and processes.
12. Use, update and maintain specialist skills, knowledge, and experience to act as a resource for children, young people, families, carers, 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)

- Intensive and Integrated Support Service
- This is a Tiers 5 role.

Organisation chart

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 |
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| <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 childcare 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> |

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| <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 experiences of working with children or young people in 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 and young people's challenging behaviour</p> |
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| | <p>Practical knowledge and experience of working with vulnerable and troubled 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>Effective communication skills are essential</p> <p>Effective use of IT. This would include working knowledge of Word, Outlook, and databases.</p> <p>A holder of a valid driving licence</p> <p>Ability to learn and provide training to others.</p> | <p>Bi-Lingual Speaker</p> |

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| <p>General Skills/Attributes This <i>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. 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 antioppressive and antidiscriminatory 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>Working within a Social Care, Youth Work, Education setting or service</p> <p>Experience of setting appropriate professional boundaries with families</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 homes.</p> <p>Specialist experience of working with children and</p> |
| | | <p>families in one or more of the following areas:</p> <ul style="list-style-type: none"> -Complex Needs -Counselling -Crime prevention -Disability -Early Years -Education -Financial support -Housing |

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| | | <ul style="list-style-type: none"> -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 role and the ability to work with empathy, discretion and confidentiality is essential.</p> <p>An understanding about the issues that can impact on a family's 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

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.