

## Job Description: Senior Family Support Worker

<p><b>Location:</b> Bromley/Lambeth - agile working during the Covid-19 emergency.</p>	<p><b>Hours: Full Time</b> (including flexibility to work some evenings and weekends)</p>	<p><b>Salary: £29,553</b></p>
<p><b>AIM</b></p>	<p>To deliver a responsive and impactful practical and emotional support service to enhance the life chances of children by delivering one-to-one and group work programmes for children and parents who have experienced domestic abuse and social isolation; and a broad-based preventative support service to families with children up to the age of 13 years working in partnership with local schools, churches, local authorities and other agencies.</p>	
<p><b>ACCOUNTABILITY</b></p>	<p>The post holder is accountable to and line managed by the Child and Family Support Service Manager and ultimately to the Chief Executive of Welcare who is responsible to the Trustees of Southwark Diocesan Welcare for the professional delivery of the service and the performance of the agreed duties.</p>	
<p><b>SPECIFIC CONDITIONS</b></p>	<p>The nature of the post will require agile working during the months affected by Covid-19. The postholder requires the technical ability and confidence to adapt existing support programmes and deliver work digitally.</p>	
<p><b>GENERAL DUTIES</b></p>	<ol style="list-style-type: none"> <li>1. In consultation with the Child and Family Support Service Manager, to promote the programmes of work and manage the external and internal referral process including the assessment of need, risk and safeguarding concerns.</li> <li>2. Lead and facilitate community group work programmes and parenting programmes including programmes for children impacted by domestic abuse.</li> <li>3. Attend designated meetings with multi-agency professionals and schools as part of a multi-agency response to the needs of children and families.</li> <li>4. Advise support workers, partners and volunteers on safeguarding matters and take appropriate action if escalation is necessary while keeping the Child and Family Support Service Manager informed.</li> <li>5. Comply with Welcare's requirements for recording output data. Maintain electronic case notes and files in line with Welcare's file recording policy.</li> <li>6. Monitor and evaluate interventions and ensure that effective data is collected, that Outcome Stars are completed to record client progress and that client evaluation is collected at the conclusion of the intervention</li> <li>7. Maintain a positive profile for Welcare with external agencies and ensure that appropriate referrals are made to Welcare.</li> </ol>	

	<ol style="list-style-type: none"> <li>8. Attend family homes or schools for assessment visits (when conditions allow).</li> <li>9. Work towards specific goals that improve life chances as agreed with families in their individual plans creating the conditions that ensure a child-focused approach to the work is developed and maintained.</li> <li>10. Develop a good working knowledge of local resources for families and enable families to access them as appropriate to their needs; develop networks with statutory and voluntary agencies in the locality to enhance the service offered for the benefit of service users.</li> <li>11. Comply with Welcare's policies, procedures and Staff Handbook, and in particular, the Safeguarding, Health &amp; Safety and Data Protection Policies to protect the health, safety and welfare of yourself and others.</li> <li>12. Work flexibly as required by the service and take part in Welcare and other organisations' meetings to support children and their families.</li> <li>13. Act as lead professional where appropriate to support the Team Around the Child/Family or Early Help Assessment (EHA).</li> <li>14. Assist preparation of Welcare communications including social media posts and make sure the information and case studies on the website reflect current services.</li> </ol>
<b>ADMINISTRATION</b>	<ol style="list-style-type: none"> <li>1. Keep appropriate reports of the work undertaken and submit them electronically on a regular basis according to the set requirements.</li> <li>2. Provide case studies where appropriate for monitoring, publicity and fundraising in line with guidance from Welcare's Central Office team.</li> <li>3. Assist the Child and Family Support Service Manager in the preparation of regular reports for funders on the progress and outcomes of the work undertaken.</li> </ol>
<b>TEAMWORK AND LIAISON</b>	<ol style="list-style-type: none"> <li>1. Develop effective relationships with staff in local statutory, voluntary, education and health services, etc.</li> <li>2. Participate in regular team meetings as required and full staff meetings.</li> </ol>
<b>SUPERVISION, TRAINING AND DEVELOPMENT</b>	<ol style="list-style-type: none"> <li>1. Make constructive use of group/individual and reflective supervision from the Child and Family Support Manager in order to assist professional development.</li> <li>2. Take responsibility for identifying personal and professional training needs including group work training as agreed with the Child and Family Support Service Manager.</li> <li>3. Maintain a high standard of professional practice both within Welcare and in the wider multi-agency environment, including keeping up to date with standards of good practice and local developments for service provision.</li> <li>4. Participate in and contribute to training programmes to increase knowledge, understanding and skills, making full use of local authority training opportunities.</li> </ol>
<b>TERMS &amp; CONDITIONS</b>	<p>Salary: £29,553 pa + 6 weeks annual leave entitlement. Welcare offers staff two additional days' paid leave each year (Christmas Eve and Maundy Thursday)</p> <p>Hours of work: 35 hours per week.</p>

	These posts are funded by the DCMS through BBC Children In Need (Bromley) until March 2022 and the National Lottery (Inner London) December 2021
<b>DATE CREATED</b>	October 2020
<b>JD REFERENCE</b>	JD PS Senior FSW/Covid-19 October 2020

## PERSON SPECIFICATION

**Job Title:** Senior Family Support Worker  
**Hours of Work:** 35 including occasional evenings and weekends  
**Local Centre:** Bromley/Lambeth – working digitally with children throughout SE London.

<b>ATTAINMENTS AND EXPERIENCE</b>	
<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Experience of working with and managing others</li> <li>• Experience of safeguarding and the escalation processes</li> <li>• Qualifications in childcare, social work, social care, counselling, youth work or education i.e. Level 4 qualifications in Work with Parents, Health &amp; Social Care or Children &amp; Young People’s Workforce</li> <li>• Experience of leading and facilitating group work</li> </ul>	<p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>• Knowledge of current childcare legislation and legislation relating to disabilities</li> <li>• Experience of working with people from diverse cultures and ethnic backgrounds</li> <li>• Experience working with children or families who have experienced domestic abuse</li> <li>• Strengthening Families Strengthening Communities Training &amp; Experience</li> <li>• AVA (Against Violence &amp; Abuse) Training</li> </ul>
<b>SKILLS</b>	
<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Good digital and communication skills, including written and oral reporting skills</li> <li>• Creative approach to problem-solving</li> <li>• Skilled in recognising and responding to children’s needs</li> <li>• Good listener</li> <li>• Networking skills</li> <li>• Good interpersonal/counselling skills</li> <li>• Excellent IT Skills</li> </ul>	<p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>• Ability to provide individual and group supervision</li> <li>• Ability to prepare monitoring information</li> <li>• Good understanding of child and family relationships</li> </ul>
<b>PERSONALITY</b>	
<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Practical</li> <li>• Sensitivity to children who are isolated and have been exposed to domestic abuse</li> <li>• Able to work on own initiative and as part of a team</li> <li>• Ability to empathise</li> <li>• A non-judgemental attitude and positive approach</li> </ul>	<p><b>DESIRABLE</b></p>

<ul style="list-style-type: none"> <li>• Ability to build relationships with a wide range of service users from different cultures</li> <li>• Able to engage with hard to reach families</li> </ul>	
<b>CIRCUMSTANCES</b>	
<b>ESSENTIAL</b> <ul style="list-style-type: none"> <li>• Ability to facilitate groups online</li> <li>• Available to lead courses for one evening per week.</li> </ul>	<b>DESIRABLE</b> <ul style="list-style-type: none"> <li>• Use of own transport would be helpful to reach parts of south-east London</li> </ul>
<b>WORK INTERESTS</b>	
<b>ESSENTIAL</b> <ul style="list-style-type: none"> <li>• Commitment to providing good quality services to families</li> <li>• Commitment to working in partnership with families and service users</li> <li>• Interest in co-working in multi-agency partnerships</li> </ul>	<b>DESIRABLE</b> <ul style="list-style-type: none"> <li>• Group-work skills</li> </ul>
<b>WORK ATTITUDES</b>	
<b>ESSENTIAL</b> <ul style="list-style-type: none"> <li>• Reliable and consistent</li> <li>• Flexible</li> <li>• Commitment to anti-discriminatory/ diversity working practices</li> <li>• Commitment to working in partnership with families and service users</li> <li>• Commitment to contributing to team work</li> <li>• Commitment to confidentiality.</li> <li>• Empathy with Welcare's Christian Value Base</li> </ul>	<b>DESIRABLE</b>