

Job Description for: East Surrey Family Support Worker (maternity cover)

| <p>Location East Surrey (Redhill) flexible working during Covid-19 crisis</p> | <p>Hours per week 21/28</p> | <p>FTE salary NJC New Scale Point 17 (£25,389 inclusive of weighting)</p> |
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| <p>ROLE AND PURPOSE</p> | <p>Welcare works with children up to the age of 13 and their families within the community, at our centres and in the home to give children secure and confident childhoods and to enable them to thrive in the future</p> <p>The focus of our work is to provide individual practical and emotional support and advice and to deliver group work programmes for families assessed with level 2 needs.</p> <p>Welcare works with a range of voluntary and statutory services to support families with children aged 0-13 years. We aim to build family resilience and so improve the life chances of the most vulnerable children.</p> <p>Family Support Workers ensure that families are offered help at the right time as a part of an early help plan.</p> | |
| <p>ACCOUNTABILITY</p> | <p>The post holder is accountable to the Welcare Centre Manager then 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>SPECIFIC CONDITIONS</p> | <p>Welcare works together with all who support children, young people aged 0-13 and their families.</p> <p>The post holder will be based at the Redhill Centre but will be required to provide an outreach service to families in East Surrey focusing on improving outcomes.</p> <p>This role will require the post holder to work with families as a lone worker and be responsible for adhering to personal safety guidance.</p> <p>To ensure that family support is delivered effectively, the post holder will be required to liaise with other local Family Centre staff, agencies and partners to plan, monitor and evaluate services</p> | |
| <p>GENERAL DUTIES</p> | <p>To plan and deliver support for families with level 3 needs identified as priorities to build family resilience.</p> <p>To work in partnership with agencies, multi-disciplinary teams and the borough.</p> <p>To offer early help to support families at the right time.</p> | |

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| | <p>To plan and deliver evidence-based parenting programmes and group work programmes, including MySpace and Parenting Puzzle.</p> <p>To provide information and advice for families to access local universal services.</p> <p>To keep up to date and follow safeguarding procedures.</p> <p>To record impact of family support work.</p> <p>To contribute to risk awareness in carrying out duties and raise issues where appropriate.</p> <p>To assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</p> <p>In partnership with families, to assess the strengths and needs of the family using the family Outcome Star Plus and to create an action plan that is regularly monitored and reviewed.</p> <p>To complete Early Help Assessments and reviews.</p> <p>To supervise and line manage volunteers.</p> <p>To uphold the values and behaviours of the organisation.</p> <p>To implement the principles of Welcare's Equal Opportunities Policy in every aspect of work and to promote principles of equality amongst colleagues, service users and other members of the community.</p> <p>To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with Welcare's policies, procedures and Staff Handbook.</p> |
| ADMINISTRATION | <p>To maintain accurate and up to date casefiles.</p> <p>To keep records of other work and statistics as required.</p> |
| TEAMWORK AND LIASON | <p>To liaise, communicate and work in partnership with other Welcare centres, partner organisation and agencies and engage with the community and volunteers.</p> <p>To attend and participate in regular staff and other meetings as required by the service.</p> |
| SUPERVISION, TRAINING AND DEVELOPMENT | <p>Make constructive use of personal supervision from the Line Manager to assist in professional development.</p> <p>To take responsibility for identifying own training needs and undertake training as agreed with the Line Manager.</p> |
| TERMS & CONDITIONS | 30 days leave plus 2 additional Diocesan holidays pro-rata per annum. |
| DATE CREATED | December 2020 |
| JD REFERENCE | |

PERSON SPECIFICATION

Job Title: East Surrey Family Support Worker

Salary: NJC New Scale Point 17

Location: East Surrey (Redhill)

| ATTAINMENTS AND EXPERIENCE | |
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| <p>ESSENTIAL</p> <ul style="list-style-type: none"> • A full and relevant NVQ level 3 or equivalent in early years, childcare or health and social care. • GCSE English and Maths Grades A-C • Significant experience of working with children and families • Experience delivering a range of support services to children and families, including parenting interventions • Experience of multi-agency working • Experience of developing positive working relationships with a range of service users • Experience of working with user groups who traditionally do not access services • Experience of assessing the needs of children and families and in particular of using the Family Outcome Star Plus | <p>DESIRABLE</p> <ul style="list-style-type: none"> • Educated to degree level • Experience of working in the voluntary, community or faith sector • Experience of delivering parenting courses • Experience of delivering parenting courses in particular Family Links Parenting Puzzle. |
| SKILLS | |
| <p>ESSENTIAL</p> <ul style="list-style-type: none"> • Knowledge of children and family services including relevant legislation, policies and procedures relating to working with children and families • Ability to show an understanding of the circumstances of families with more complex needs, to gather detailed and appropriate information and form an action plan • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Competent in a range of IT tools including MS Office and database management systems • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders • Problem solving skills | <p>DESIRABLE</p> |

| PERSONALITY | |
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| <p>ESSENTIAL</p> <ul style="list-style-type: none"> • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff • Aware of boundaries, limitations and accountability | <p>DESIRABLE</p> |
| CIRCUMSTANCES | |
| <p>ESSENTIAL</p> <ul style="list-style-type: none"> • The ability and willingness to travel around the county to meet the demands of the role and attend scheduled evening meetings and training • Full clean driving licence and access to own car is required • Enhanced DBS clearance is required | <p>DESIRABLE</p> <ul style="list-style-type: none"> • Willingness to represent Welcare at weekend/evening events including giving presentations to churches and other supporters |
| WORK INTERESTS | |
| <p>ESSENTIAL</p> <ul style="list-style-type: none"> • Commitment to working in partnership with children and families to build resilience and independence • Commitment to involving children and families in the development of services | <p>DESIRABLE</p> |
| WORK ATTITUDES | |
| <p>ESSENTIAL</p> <ul style="list-style-type: none"> • Flexible approach to working which prioritises the needs of children and families • Empathy with Welcare's Christian value base | <p>DESIRABLE</p> |