

## Job Description: Senior Child and Family Support Worker

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| <b>Location:<br/>South London</b> | <b>Hours: Full Time</b>   | <b>Salary: £36,648</b> |
| <b>AIM</b>                        | 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 disadvantage; and a broad-based preventative support service to families with children up to the age of 13 years working in partnership with local schools, health services, churches, local authorities and other agencies.   |                        |
| <b>ACCOUNTABILITY</b>             | The post holder is accountable to and line managed by the Head of Practice 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.   |                        |
| <b>SPECIFIC CONDITIONS</b>        | The nature of the post will require hybrid working. To work flexibly as the work demands including delivering a groupwork programme in the evening. Time off in lieu will be given.   |                        |
| <b>GENERAL DUTIES</b>             | <ol style="list-style-type: none"> <li>1. In consultation with the Head of Practice, 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. Hold a caseload of up to 12 families delivering “whole family” or targeted interventions.</li> <li>3. Lead and facilitate community group work programmes including the #CapeAbility in Schools programme which aims to build resilience and self-esteem for children in school years 3-5</li> <li>4. Lead and facilitate groupwork programmes for parents such as Caring Dad’s, Children Overcoming Domestic Abuse and Strengthening Families Strengthening Communities.</li> <li>5. Safeguard the welfare of children, young people, and vulnerable adults you work with directly and take appropriate action if escalation is necessary while keeping the Head of Practice informed.</li> <li>6. To provide practical and emotional support to families or advocacy and signposting to specialist and universal services where appropriate.</li> <li>7. Ensuring that the voices and views of children and young people are sought, heard and represented appropriately.</li> <li>8. Attend designated meetings with multi-agency professionals and act as lead professional where appropriate to support the Team Around the Child/Family or Early Help Assessment (EHA).</li> </ol> |                        |

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|  | <ol style="list-style-type: none"> <li>9. Maintain electronic case notes on Lamplight in line with Welcare's case recording policy</li> <li>10. Promote strength-based interventions that improve the life chances of children and families using the Outcome Star model and evaluate action plans regularly reflecting their progress towards the specific goals of the intervention.</li> <li>11. Maintain a positive profile for Welcare with external agencies and ensure that appropriate referrals are made to Welcare.</li> <li>12. Attend family homes or schools for assessment visits and direct work with service users.</li> <li>13. 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>14. 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>15. Work flexibly as required by the service and take part in Welcare and other organisations' meetings to support children and their families.</li> <li>16. 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. Provide case studies where appropriate for monitoring, publicity and fundraising in line with guidance from Welcare's Central Office team.</li> <li>2. Assist the Head of Practice 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 Head of Practice.</li> <li>2. Take responsibility for identifying personal and professional training needs including group work training as agreed with the Head of Practice.</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>BENEFITS OF WORKING FOR WELCARE</b>       | <ol style="list-style-type: none"> <li>1. Competitive salary linked to the NJC scales</li> <li>2. 32 days annual leave (pro-rata for part-time staff)</li> <li>3. The chance to make a difference in an unbureaucratic environment</li> <li>4. Pension contribution</li> <li>5. Employee Assistance Programme</li> <li>6. Training and continual professional development</li> </ol>   |

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|                     | 7. Individual and group learning opportunities |
| <b>DATE CREATED</b> | January 2024                                   |
| <b>JD REFERENCE</b> | JD PS FSW (Full-time) January 2024             |

**Person Specification**

| <b>ATTAINMENTS AND EXPERIENCE</b>   |   |
|---|---|
| <p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Experience of safeguarding and the escalation processes</li> <li>• Recognised qualification in childcare, social work, social care, counselling, youth work or education</li> <li>• Experience of leading and facilitating group work</li> <li>• Experience of working with children and families, demonstrating a clear understanding of the range of issues that impact on children and young people’s lives</li> <li>• Experience of child engagement, child’s voice work, and ensuring they remain at the centre of interventions</li> <li>• Knowledge and understanding of families from a range of cultures and communities</li> <li>• Ability to chair meetings such as the Team Around the Family (TAF) or professionals meetings</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> <li>• Experience of family outreach work including home visiting</li> <li>• Experience carrying out evidence-based assessments of needs, strengths and of risk and using these to produce outcome-focused plans that are reviewed and updated appropriately</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>• Willingness and ability to reflect on own practice to enable professional development and improve relationships with and outcomes for service users.</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>  |

## PERSONALITY

### ESSENTIAL

- Practical
- Sensitivity to children who are isolated and have been exposed to domestic abuse
- Able to work on own initiative and as part of a team
- Ability to empathise
- A non-judgemental attitude and positive approach
- Ability to build relationships with a wide range of service users from different cultures
- Able to engage with hard to reach families

### DESIRABLE

## CIRCUMSTANCES

### ESSENTIAL

### DESIRABLE

- Ability to facilitate groups online
- Available to lead courses for one evening per week during term time.

## WORK INTERESTS

### ESSENTIAL

- Commitment to providing good quality services to families
- Commitment to working in partnership with families and service users
- Interest in co-working in multi-agency partnerships

### DESIRABLE

## WORK ATTITUDES

### ESSENTIAL

- Reliable and consistent
- Flexible
- Commitment to anti-discriminatory/ diversity working practices
- Commitment to working in partnership with families and service users
- Commitment to contributing to team work
- Commitment to confidentiality.
- Empathy with Welcare's Christian Value Base

### DESIRABLE