



## Job Description

Job Title: Family Support Worker

Service Area: .....

POSCODE: 741

Grade: H

### Overall Purpose of Role

To work directly with families, in partnership with other agencies, to deliver and provide services to children, young people and families as their needs dictate to ensure the welfare of children and young people is safeguarded and they are protected in accordance with the legal and statutory obligations of Northamptonshire County Council. The post will cover a designated area of work in fieldwork services provision within Northamptonshire Children's Trust to provide support to families in need using a range of services including education, childcare teams, adolescent services, Out of Hours Service and Fostering and Adoption Services.

The service helps children with various needs: those who have learning difficulties, need help with schooling, have social problems, need protecting from harm, or who are in contact with legal authorities. They also provide a dedicated service to children with disabilities. The job holder visits service users' homes, attends family meetings with professionals within the organisation and external to it, the Police, Child Protection Unit, Schools, Health centres and other centres.

The job holder may be required to attend court with colleagues from Legal Services to support with data and evidence the applications for Care Orders or Emergency Protection Orders. Cases are referred to the team from the general public or professionals in other services, agencies or organisations who are either expressing concern about a child or requesting a service for a child. These referrals are received either in person or by telephone, letter or referral form via the Referral Team's Duty System.

### Main Accountabilities

1	Manage specific areas of work, allocated by the supervisor, and liaise with and involve professionals and appropriate staff in service user cases, arranging for service contact as and when necessary to meet the needs of the service user in order to improve family functioning or support placement stability, and safeguard and improve outcomes for children and young people.
2	To attend planning reviews, meetings and visits with colleagues and relevant professional staff as necessary in order to assist the analysis of requirements and to plan appropriate care programmes for service users.

3	Refer cases to the appropriate service, or undertake direct work with family members as specified by the Children in Need Plan or Adoption/Looked After Children statutory regulations in order to fulfil the obligations of the Northamptonshire Children's Trust in providing services for children and families with particular needs
4	To provide assistance to service users in the planning and evaluation of the work undertaken on their behalf, carrying out corporate parenting activities for children and young people where required, in order to increase families' levels of self-sufficiency, competence and facilitate independence from social service support.
5	To work within the Service's policies and procedures and keep accurate and up to date records which will include contributing to multi-agency forums, reviews, maintaining records of appointments, contact and other records within service policies, so that all documentation is in compliance with the Trust and legislative requirements.
6	To provide direct and practical care for families to assist the improvement of family functioning or provide care when children's parents/ carers are absent and until alternative care arrangements can be found to ensure the safety and welfare of children at all times
7	To monitor and observe the plan of work in operation for service users and undertake assessments for the health and wellbeing of any children/ families involved in order to plan and take appropriate action to safeguard those people
8	To develop own knowledge and skills base, develop good working relationships with professionals and agencies, challenge the provision
9	Manage specific areas of work, allocated by the supervisor, and liaise with and involve professionals and appropriate staff in service user cases, arranging for service contact as and when necessary to meet the needs of the service user in order to improve family functioning or support placement stability, and safeguard and improve outcomes for children and young people.
10	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

### Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Educated to GCSE level or Equivalent	Maths and English grade C or above	Essential

Minimum levels of knowledge, skills and experience required for this post

<b>Identify</b>	<b>Details</b>	<b>Essential/Desirable</b>
Able to demonstrate	Basic IT skills, able to use Word and Excel to produce reports, carry out correspondences and keep accurate records	Essential
	Awareness of current legislation relating to the job such as the Children Act, Adoption and Children Act, Every Child Matters, Public Law and Human Rights, Health and Safety legislation	Essential
	Understanding and experience of using an assessment framework	Essential
<b>Skills</b>		
Able to demonstrate	Assessment and analytical skills	Essential
	Good verbal, written and communication skills	Essential
	Good organisational skills	Essential
	Experience of working within the field of family support or in a similar role working with children and families	Essential
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
<b>Safeguarding</b>	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

### Disclosure level

**What DBS Level is required for this post?**

- None
- Standard
- Enhanced Child Only
- Enhanced Child/Adult Bar

### Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)

- Fixed
- Flexible
- Field
- Home