

Job Description

For Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Family Support Worker	JEID	LO279
Salary Grade:	Scale H £22,658 - £24,964		
Team:	Specialist Intervention		
Service Area:	People Group		
Primary Location:	Countywide		
Political Restriction	This position is not politically restricted.		
Responsible to:	Operations Manager		
Responsible for:	N/A		

Role Purpose

1. To work in a supportive and strengths based way to achieve the best possible outcome for children and families and to work as part of a multi-agency Team.
2. To work as part of a multi agency team with parents, children and young people to positively make a change in family behaviours.
3. To ensure that parents and carers have access to the full range of universal support services in order to improve positive outcomes for families.

Role Responsibilities

1. To offer support and advice on a wide variety of parenting, child development and family issues to a caseload of parents, carers and children.
2. To deliver evidence based parenting interventions on an individual and group basis e.g. Triple P.
3. To understand the rights and needs of children, young people and their families and act as an advocate for families on their caseload, to enable them to have their voice heard effectively and to ensure the child/parent/carer are central and active participants in all interventions.

4. To work in partnership with children, parents and carers to develop and implement a range of interventions to promote positive change in family behaviour.
5. To offer innovative ways of engaging with vulnerable families who do not access other services and to create and maintain good interpersonal communications with families who at times present in an unpredictable and challenging manner.
6. To ensure all work follows guidelines and principles set by the LA's Safeguarding Board in order to promote children's rights and safety.
7. To manage individual cases by planning, recording, reviewing, report writing and monitoring in line with policies, procedures and legislation.
8. To ensure a high level of accuracy and confidentiality is maintained in all communication and recordings and are in line with the Data Protection Act.
9. Contribute to the organisation's responsibility to safeguard and promote the welfare of children and young people
10. Displays commitment to the protection and safeguarding of children and young people
11. To ensure safe and appropriate working practices are adhered to at all times, especially when visiting or lone working home.
12. To work proactively with families effected by specific issues affecting their parenting e.g. debt, mental health issues and domestic violence.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Family Support Worker
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Main Tasks

- Provides a flexible range of support to individuals and their families to support them in enabling change, preventing crises, in an anti-discriminatory manner.
- Practices accountability, within the prevailing legislative framework and Council policies and procedures, under the close supervision of the line manager.
- Works collaboratively with individuals, families, carers, communities, colleagues and other agencies.

- Ensures that all recording is carried out in accordance with policy and procedures.
- Attends appropriate continuous professional development activities as are required and suitable, in agreement with line manager.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Relevant qualification in Social Care or Child Care field, NVQ Level 3 and extensive experience of working with and supporting families in the home or in another context and effecting change.	A, D, I
Experience of working with internal and external stakeholders. Able to build and maintain effective working relationships with a diverse range of people.	A, I
Good written and verbal communication skills. Able to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.	A, T, I
An understanding of family dynamics and child development and how parenting affects the development of the child, as evidenced in case examples.	A, I
Experience of delivering positive parenting skills.	A, I
Significant experience of engaging and working with vulnerable families and children with challenging behaviour, as portrayed by case examples.	A, I
Ability to work within a team and own initiative	A, I
Experience of managing personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations.	A, I
Flexible in approach to work and hours. Adapts to the needs of the business. Able to understand and appreciate different and opposing perspectives on an issue.	A, I
Uses initiative and takes responsibility for the consequences of own decisions. Able to evaluate the best course of action when faced with a problem or number of options and knows when to refer to a more senior level.	A, I
Mobility essential. Able-bodied applicants must be able to drive, have a current valid driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary.	A, I, D
A commitment to anti-discriminatory practices in employment, training and service delivery. All members of staff must take a personal responsibility for implementing the Department's Race Equality Strategy.	A, I
Satisfactory completion of an enhanced check through the Disclosure and Barring Service (this will be taken up if offered the post)	D

Desirable Criteria

Assessed By:

	AI
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Sound understanding of the Early Help Single Assessment Process (formerly Common Assessment Framework).	A, I
Experience of working with groups of individuals to deliver training, support or guidance. An understanding of group work and how to manage group dynamics.	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours

<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	