Job Description

For Non-Streamlined Safeguarding 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	SW01B Social Care Worker Level 1b
Salary Grade:	Scale H		
Team:	Adolescent Support Team - STAY		
Service Area:	People Group		
Primary Location:	Countywide (may be located anywhere in the county)		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team manager		
Responsible for:	Own practice		

Role Purpose

Family Support is for families with children and young people who need support to improve their life chances or avoid issues escalating to child Protection concerns.

Family Support Workers will apply multi-disciplinary skills in their work with families, having a caseload specific to team area, depending on the identified level of need and demand on the service.

This role will be working in a brand new, small team of family support workers who will provide rapid and intensive support for young people to enable them to live safely within their families or communities wherever possible. They will also work flexibly around the needs of the families they will support.

Role Responsibilities

- Work intensively with identified families of children and young people who have become looked after by the local authority (or are at imminent risk of becoming looked after) so that they are able to return home to their parents/carers, if it is safe to do so, in a timely manner.
- Focus on relationships and commit to work restoratively with identified young people and their families

- Working together with social workers and other professionals to implement practical and emotional support, promoting a strong culture of collaboration built through joint working and a shared vision in supporting the child and family.
- Delivery of direct work with children through their plans of support to ensure our focus is the voice of the child.
- Robust management of the plan of work with the family, reviewing this in a timely manner to prevent drift and escalation of concerns.

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

Main Tasks

1. To work in a restorative way, developing strong relationships to support families to help themselves, empowering families to make their own decisions and actively engage in their plan of support or intervention.
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 act as a positive role model for parents/carers in a range of contexts including groups, drop-in sessions, 1-1 work.
4. To be responsible for various levels of family support with individual families working in their home or other community settings as appropriate.
5. To deliver evidence-based interventions on an individual and group basis, with consent from the family that are proportionate to the needs of the child and the family.
6. To provide signposting information and direct advice and guidance to families on child development and parenting using evidence-based practice.
7. To work as part of a multi-agency team that can be located and/or providing services anywhere in the county.
8. To focus on the voice of the child and the family to achieve outcomes with their voice at the centre of our engagement.
9. To communicate effectively with children, families, colleagues and other agencies in order to share information and skills.
10. To work within the Procedures of Warwickshire Safeguarding Children's Board in order to effectively safeguard and protect children.
11. To demonstrate accountability, within the prevailing legislative framework and council policies and procedures with supervision of the line manager.
12. To attend appropriate continuous development activities as are required and suitable, in agreement with the line manager.
13. To have responsibility for safe and appropriate working practices, including home visiting or lone working.
14. To complete recording, monitoring, planning and evaluation systems in line with Service processes and requirements.

15. To attend and participate in all team meetings and all appropriate meetings as directed.
16. To attend and participate in all training and development activities required as part of the role.
17. To undertake other duties that the County Council shall from time to time require that are commensurate with the grading of the post.

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:
Commitment to anti-discriminatory practice, safeguarding and confidentiality.	A, I
Understanding of safeguarding and child protection responsibilities	A, I
Ability to work well as a team and with other colleagues, including managers and other multi-agency workers.	A, I
Minimum of 1-year experience of continuous Family Support Work, working with and supporting families, including in their home, or in another setting and achieving a satisfactory performance level.	A , 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 effective parenting guidance and support and demonstrably improving parents/ carers' confidence and skills. This includes delivering evidence-based parenting interventions and programmes.	A, I
Significant experience of engaging and working with vulnerable families and children with challenging needs and/ or behaviour, as portrayed by case examples.	A, I
Ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	A, I
Ability to communicate fluently, in writing and verbally with a range of people from diverse backgrounds and professions.	A, T, I
Ability to use own initiative appropriately to respond independently to problems and unexpected situations within defined boundaries of work, as agreed in supervision.	A, I
Ability and experience to cope with significant emotional demands, caused by contact with the most vulnerable children and families.	
Proven track record of continuous professional development in relevant disciplines.	A, I, D
Ability to travel across the county. Holds a full clean driving licence with and appropriate insurance cover for business use and has full access to an appropriate vehicle.	A, I, D

Ability to work on a flexible basis.	A, I
Satisfactory check through the Disclosure and Barring Service.	D

Desirable Criteria

Assessed By:

NVQ Level 3 or above or other equivalent qualification in Social Care (Children/ Young People) or Child Care fields.	A, I, D
Previous experience of delivering group work.	A, I
Previous experience of using mediation techniques or approaches	A, I
Previous experience working with adolescent young people	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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting

☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☒ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	