

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:	Senior Family Support Worker	JEID	LO332
Salary Grade:	Scale I		
Team:	<i>[To be specified by the recruiting manager]</i>		
Service Area:	People Group, Children & Families Service		
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, sharing practice, training and supervision of Family Support Workers (as required)		

Role Purpose

Family Support with families and children and young people aged 0-19 (25 in case of disability) years who need support to improve their life chances or avoid issues escalating is an integral part of the Children & Families Service.

The Senior Family Support Workers will apply multi-disciplinary skills in their work with families, having a caseload of their own, specific to team area, depending on the identified level of need and demand on the service. They will be required to contribute to the learning of others, provide training, develop and lead an area of expertise such as mental health and provide supervision to colleagues.

Senior Family Support Workers may also be required to deputise for Team Managers to ensure smooth operations of the Family Support Work service.

Role Responsibilities

- Working together with social workers and other practitioners 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.
- Meet the needs of families, children and young people, using a restorative approach, 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.
- Delivery of direct work with parents and children through their plans of support.

- Providing practical and emotional support to parents as through parents change for children can be achieved and sustained. However, maintain children at the centre of our practice and ensuring the voice of the child is listened to and understood.
- Robust management of the plan of work with the family, reviewing this with social workers and families in a timely manner to prevent drift and escalation of concerns.
- **Contributing to the learning of others through a robust delivery of guidance, support and training, including in specific specialist areas, e.g. mental health, domestic abuse, to Family Support Workers and other colleagues, as required.**
- **Developing and maintaining strong partnerships with other services and agencies to deliver a holistic service to families with complex needs.**
- **Delivery of specialist interventions and programmes.**
- **Supervise a small number of family support workers and contribute to smooth management of the team and service. This might include responsibility for rota's, co-ordinating services and acting as the senior worker to lead and support others in difficult situations.**
- **Deputising for Team Managers, as required.**
- To work as part of a multi-agency team with parents, children and young people to positively make a change in family behaviours.
- To act as a positive role model for parents/carers in a range of contexts including groups, drop in sessions, 1-1 work.
- To be responsible for various levels of family support with individual families working in their home or other community settings as appropriate.
- 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.
- To provide signposting information and direct advice and guidance to families on child development and parenting using evidence-based practice.
- To work as part of a multi-agency team that can be located and/or providing services anywhere in the county.
- To communicate effectively with children, families, colleagues and other agencies in order to share information and skills.
- To work within the Procedures of Warwickshire Safeguarding Children's Board and County Council in order to effectively safeguard and protect children.
- To demonstrate accountability, within the prevailing legislative framework and council policies and procedures with supervision of the line manager.
- To attend appropriate continuous development activities as are required and suitable, in agreement with the line manager.
- To have responsibility for safe and appropriate working practices, including home visiting or lone working.
- To complete recording, monitoring, planning and evaluation systems in line with Service processes and requirements.
- To attend and participate in all team meetings and all appropriate meetings as directed.
- To attend and participate in all training and development activities required as part of the role.
- **To build working relationships with other professionals and agencies, supporting an effective multi-agency liaison and work effectively as part of a multi-agency team.**
- **To take a lead role in promoting a continuous professional development to Family Support Workers, cascading relevant training and knowledge, sharing best practice and offering specialist advice and support.**

- **To maintain an up to date knowledge within their areas of specialism, including relevant policies and legislation and ensure that it is shared and promoted appropriately.**
- **To deputise for a Team Manager and/ or supervise Family Support Workers, as required.**
- 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 3 years experience of demonstrably effective continuous Family Support Work coupled with delivery of specialist interventions, partnership work and supervisory duties.	A, I
A Relevant Child and family qualification and equivalent experience. A minimum of NVQ Level Four or equivalent qualification in a relevant subject and substantial experience as a FSW	A, I
Level of expertise in an area of children, family and parenting, gained through qualification or substantial work experience.	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, including "Train the Trainer" development.	A, I, D
Knowledge of a relevant specialist area, e.g. mental health, domestic abuse etc.	A, I
Ability to train and supervise to work of others.	A, I
Ability to develop and maintain partnerships with internal and external services and organisations to secure best possible outcomes for children.	A, I
Understanding of highly complex needs and issues that children and families may experience, and an in-depth knowledge of and ability to deliver specific evidenced based interventions that are proven to enable and sustain change.	A, I
Excellent interpersonal and communication skills.	A, I
Proven experience of delivering group work.	A, I
A solution focussed approach to overcoming barriers and achieving desired outcomes.	A, I
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:

Trained in restorative practice or other strength-based approaches.	A, I
Trained/ Qualified in a relevant specialist area, e.g., mental health, domestic abuse.	

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):	