

# Job Description

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		
Team:	Warwickshire Migration Team		
Service Area:	Early Help & Targeted Support		
Primary Location:	Countywide		
Political Restriction	This position is politicallyis not restricted.		
Responsible to:	Team Manager		
Responsible for:	N/A		

### Role Purpose

1. To work in a supportive and strengths-based way to achieve the best possible outcome for Newly arrived communities and to work as part of a multi-agency team, across the county.
2. To work alongside Newly arrived communities using clear communication processes, including translating information for families as required.
3. To ensure that parents and carers have access to the full range of universal support services to improve positive outcomes for families.
4. To support Newly arrived communities to achieve a positive resettlement / Asylum experience and empower families to achieve and sustain independence.

## Role Responsibilities

1. To provide practical and emotional support to newly arrived communities assisting with issues around finances, health, housing, life skills, personal safety, Legal/Immigration issues, ESOL, Education and employment where relevant and appropriate. (Whilst they are living in permanent/ contingency / temporary accommodation)
2. To offer support and signposting on a wide variety of parenting, child development and family issues to parents, carers, and children.
3. To undertake practical support with clients to promote sustainable independent integration.
4. To use effective risk assessment tools to identify risks and undertake appropriate actions
5. To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients ensuring that there is a co-ordinated response to support. This may include attending voluntary community groups and writing any required reports.
6. To understand the rights and needs of children, young people and their families and act as an advocate for families, to enable them to have their voice heard effectively and to ensure the child/parent/carer are central and active participants in all interventions.
7. To ensure that families have access to appropriate information, advice and guidance to support their resettlement / Asylum experience.
8. 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.
9. To work proactively (and in conjunction with other professionals) with families effected by specific issues affecting their parenting e.g. debt, physical /mental health or Trauma.
10. To ensure all work follows guidelines and principles set by the LA's Safeguarding Board to promote children's rights and safety.
11. Where relevant; manage individual cases by planning, recording, reviewing, report writing and monitoring in line with policies, procedures, and legislation.

12. To ensure an elevated level of accuracy and confidentiality is maintained in all communication and recordings and are in line with the General Data Protection Regulation.
13. Contribute to the organisation's responsibility to protect, safeguard, and promote the welfare of children and young people with an awareness of cultural factors (Forced marriage, FGM (Female Genital Mutilation), trafficking, exploitation etc)
14. To ensure safe and appropriate working practices are always adhered to, especially when home or lone working.

## 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:	Refugee Resettlement 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 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:

Experience of working with and supporting newly arrived communities, and to understand the issues and the services they require, including those related to working with families or children with English as a second language / with an appreciation of opposing cultural perspectives	A, I, T
Supporting newly arrived communities, to access finances, employment, education, training and	A, D, T

advice and guidance opportunities. Have an awareness / understanding / experience of the processes in relation to the benefits system, housing, utilities, Immigration and Economic management	
Encourage and empower families to become independent and knowledgeable about UK systems with the ability to empathise with clients without crossing professional boundaries.	A, I
Able to build and maintain effective working relationships with a diverse range of Agencies, Partners, Volunteer groups, and to have a good knowledge of UK Resettlement and Asylum schemes.	A, I
Effective Communication and listening skills: Verbal, Written and via use of Information Technology.	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
The ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.	A, I
Be a team player and act as a supportive, proactive member of the team, willing to offer ideas on how to enhance and develop team and organisational practice	
IT literate. Proficient in the use of Management Information Systems, including Microsoft Word, Gmail and Excel, Teams, Zoom etc	A, I
Flexible in approach to work and hours. Adapts to the needs of the business.	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:

Relevant professional qualifications e.g. Health & Social Care, Housing, Advice & Guidance or Immigration	D
Experience of working with diverse groups of individuals to deliver training, support, or guidance. (Taking into consideration; language & cultural issues)	A, I
Emotional resilience – perseverance in the face of challenging situations. Open to participation in reflective practice sessions / clinical supervisions	A, I, T
Ability to communicate with Refugee Families, Bilingual in Dari / Pushto / Arabic / Kurdish etc is desirable	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 regarding the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all 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 (Warwickshire County Council) 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):	