

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:	Children In Care Support Service		
Service Area:	People Group		
Primary Location:	NUNEATON (NORTH) OR RUGBY (EAST) All workers will be expected to work across the County as required		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team manager		
Responsible for:	Own practice		

Role Purpose

The Children in Care Support Service comprises of a team of Family Support Workers, Life Story Workers and Family Time Supervisors (Sessional) who work together to enable children and young people who have been removed from the care of their parent/s to see them in a safe and supervised environment. As a Family Support Worker, you will plan, facilitate and supervise family time between looked after children and their families which has been court ordered or requested by the child's social worker. This will include transportation of children to and from their current foster carers and the family time venue and could be county wide and on occasion outside of WCC borders. You will also have some opportunity to support in completing life story work and other direct work with children to help them understand their histories and experiences.

Role Responsibilities

- To support the delivery of safe and effective supervised family time offering support and guidance to families within a safe environment or in the community.
- Parents/carers/children are supported practically and emotionally to make supervised family time a positive experience.
- To recognise harmful or abusive family time, intervening where necessary and acting in accordance with the safeguarding and child protection procedures taking appropriate steps to reduce the impact on children.
- To support and build relationships with children and young people, parents and foster carers to support their placements and provide respite support when needed.
- To ensure you have an understanding of, and comply with our policies and procedures promoting and safeguarding the welfare and safety of children and vulnerable adults
- Any concerns following or during family to be shared with the social worker or CICSS manager immediately.
- To provide concise, relevant and accurate family time recordings which need to be factual and backed up with examples. A focus on the strengths of the family times is crucial as well as identifying areas of concern or support needed. The recordings are used as evidence in court.
- To ensure recordings of family times are completed within 72 hours and uploaded onto our ICT system.
- To complete in partnership with the child / young person a life story book to the highest standard and which reflects accurately the child's history, significant events are explained sensitively and in a safe environment.
- 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.
- To work flexibly and agree to working outside of usual working hours 2:00pm to 7:00pm weekdays and offer various hours during the day at weekends

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

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 provide transport for the children to attend family time, collecting them from schools, nursery or foster carers where appropriate and bringing them to the agreed venue to see their family and return transport where required. This transport can be county wide and can include journeys outside of WCC borders.
14. To have responsibility for safe and appropriate working practices, including home visiting or lone working.
15. To complete recording, monitoring, planning and evaluation systems in line with Service processes and requirements.
16. To attend and participate in all team meetings and all appropriate meetings as directed.
17. To attend and participate in all training and development activities required as part of the role.
18. 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
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Previous experience of delivering group work.	A, I
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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):	