

## Job Description: Family Support Worker (part-time)

<p><b>Location:</b> <b>Southwest London</b> (Based at Castelnau Community Centre, SW13 9AQ)</p>	<p><b>Hours: 21-28 hours</b> <b>(3-4 days per week)</b> <b>including flexibility</b> <b>to work some</b> <b>evenings</b></p>	<p><b>Salary: £31,364 (FTE)</b> <b>NJC Scale: Spinal Point 22</b></p>
<p><b>AIM</b></p>	<p>To deliver a responsive and impactful practical and emotional support service to enhance the life chances of children by delivering a broad-based preventative support service to families with children up to the age of 13 years working in partnership with local schools, health services, churches, local authorities and other agencies; and one-to-one and group work programmes for children and parents who have experienced disadvantage.</p>	
<p><b>ACCOUNTABILITY</b></p>	<p>The post holder is accountable to and line managed by the Head of Practice and ultimately to the Chief Executive of Welcare who is responsible to the Trustees of Southwark Diocesan Welcare for the professional delivery of the service and the performance of the agreed duties.</p>	
<p><b>SPECIFIC CONDITIONS</b></p>	<p>The nature of the post will require hybrid working. To work flexibly as the work demands including delivering a groupwork programme in the evening. Time off in lieu will be given.</p>	
<p><b>GENERAL DUTIES</b></p>	<ol style="list-style-type: none"> <li>1. In consultation with the Head of Practice, to promote the programmes of work and manage the external and internal referral process including the assessment of need, risk and safeguarding concerns.</li> <li>2. Safeguard the welfare of children, young people, and vulnerable adults you work with directly and take appropriate action if escalation is necessary while keeping the Head of Practice informed.</li> <li>3. Hold a caseload of up to 12 families (pro rata depending on working hours) delivering “whole family” or targeted interventions.</li> <li>4. To provide Family Support Drop In sessions at the Castelnau Community Centre enabling families to access support.</li> <li>5. To work in partnership with Skylarks to deliver the Strengthening Families Strengthening Communities Parenting Group.</li> <li>6. To deliver the Children Overcoming Domestic Abuse (CODA) 12 week programme for children exposed to domestic abuse with a community partner</li> <li>7. To provide practical and emotional support to families or advocacy and signposting to specialist and universal services where appropriate including identifying barriers to accessing services within the local community and contributing to</li> </ol>	

	<p>overcoming these barriers for all families who need support.</p> <ol style="list-style-type: none"> <li>8. To distribute and record appropriately practical support, opportunities and crisis funding provided by partners for local families in need.</li> <li>9. Ensuring that the voices and views of children and young people are sought, heard and represented appropriately.</li> <li>10. Working in partnership with the Multi Agency Risk Assessment Conference (MARAC) for the London Borough of Richmond. Attend designated meetings with multi-agency professionals and act as lead professional where appropriate to support the Team Around the Child/Family or Early Help Assessment (EHA).</li> <li>11. Maintain electronic case notes on Lamplight in line with Welcare's case recording policy</li> <li>12. Promote strength-based interventions that improve the life chances of children and families using the Outcome Star model and evaluate action plans regularly reflecting their progress towards the specific goals of the intervention.</li> <li>13. Maintain a positive profile for Welcare with external agencies and ensure that appropriate referrals are made to Welcare.</li> <li>14. Attend family homes or schools for assessment visits and direct work with service users.</li> <li>15. Develop a good working knowledge of local resources for families and enable families to access them as appropriate to their needs; develop networks with statutory and voluntary agencies in the locality to enhance the service offered for the benefit of service users.</li> <li>16. Lead and facilitate additional community group work programmes including the #CapeAbility in Schools programme which aims to build resilience and self-esteem for children in school years 3-5 and Caring Dad's.</li> <li>17. Comply with Welcare's policies, procedures and Staff Handbook, and in particular, the Safeguarding, Health &amp; Safety and Data Protection Policies to protect the health, safety and welfare of yourself and others.</li> <li>18. Work flexibly as required by the service and take part in Welcare and other organisations' meetings to support children and their families.</li> <li>19. Assist preparation of Welcare communications including social media posts and make sure the information and case studies on the website reflect current services.</li> </ol>
<b>ADMINISTRATION</b>	<ol style="list-style-type: none"> <li>1. Provide case studies where appropriate for monitoring, publicity and fundraising in line with guidance from Welcare's Central Office team.</li> <li>2. Assist the Head of Practice in the preparation of regular reports for funders on the progress and outcomes of the work undertaken</li> </ol>
<b>TEAMWORK AND LIAISON</b>	<ol style="list-style-type: none"> <li>1. Develop effective relationships with staff in local statutory, voluntary, education and health services, etc.</li> <li>2. Participate in regular team meetings as required and full staff meetings.</li> </ol>
<b>SUPERVISION, TRAINING AND DEVELOPMENT</b>	<ol style="list-style-type: none"> <li>1. Make constructive use of group/individual and reflective supervision from the Head of Practice.</li> <li>2. Take responsibility for identifying personal and professional training needs including group work training as agreed with the</li> </ol>

	<p>Head of Practice.</p> <ol style="list-style-type: none"> <li>3. Maintain a high standard of professional practice both within Welcare and in the wider multi-agency environment, including keeping up to date with standards of good practice and local developments for service provision.</li> <li>4. Participate in and contribute to training programmes to increase knowledge, understanding and skills, making full use of local authority training opportunities.</li> </ol>
<b>BENEFITS OF WORKING WITH WELCARE</b>	<ol style="list-style-type: none"> <li>1. Competitive salary linked to the NJC scales</li> <li>2. 32 days annual leave (pro-rata for part-time staff)</li> <li>3. The chance to make a difference in an unbureaucratic environment</li> <li>4. Pension contribution</li> <li>5. Employee Assistance Programme</li> <li>6. Training and continual professional development</li> <li>7. Individual and group learning opportunities</li> </ol>
<b>DATE CREATED</b>	January 2024
<b>JD REFERENCE</b>	JD PS FSW (southwest) (P/T X 2) January 2024

**See PERSON SPECIFICATION below**

## ATTAINMENTS AND EXPERIENCE

### ESSENTIAL

- Experience of working independently and with others
- Experience of safeguarding and the escalation processes
- Recognised qualification in childcare, social work, social care, counselling, youth work or education
- Experience of leading and facilitating group work
- Experience of working with children and families, demonstrating a clear understanding of the range of issues that impact on children and young people's lives
- Experience of child engagement, child's voice work, and ensuring they remain at the centre of interventions
- Knowledge and understanding of families from a range of cultures and communities

### DESIRABLE

- Knowledge of current children's social care legislation and legislation relating to disabilities
  - Experience of working with people from diverse cultures and ethnic backgrounds
  - Experience working with children or families who have experienced domestic abuse
  - Strengthening Families Strengthening Communities training and experience
  - AVA (Against Violence & Abuse) training
  - Experience of family outreach work including home visiting
- Experience carrying out evidence- based assessments of needs, strengths and of risk and using these to produce outcome-focused plans that are reviewed and updated appropriately

## SKILLS

### ESSENTIAL

- Experienced and confident communicator
- Creative approach to problem solving
- Skilled in recognising and responding to children's needs
- Good listener
- Networking skills
- Good interpersonal/counselling skills

Willingness and ability to reflect on own practice to enable professional development and improve relationships with and outcomes for service users.

### DESIRABLE

- Ability to prepare monitoring information
- Good Understanding of child and family relationships
- Experience of using case management systems

## PERSONALITY

### ESSENTIAL

- Practical
- Sensitivity to families in crisis
- Able to work on own initiative and as part of a team
- Ability to empathise
- A non-judgemental attitude and positive approach
- Ability to build relationships with a wide range of service users from different cultures
- Able to engage with hard to reach families

## CIRCUMSTANCES

### ESSENTIAL

- Availability for occasional out of hours work (evenings)
- Ability to deliver groupwork programmes from the Castelnau Community Centre, Barnes

### DESIRABLE

Use of own transport may be helpful

## WORK ATTITUDE

### ESSENTIAL

- Reliable and consistent
- Commitment to providing good quality services to families
- Interest in co-working in multi-agency partnerships
- Commitment to anti-discriminatory/ diversity working practices
- Commitment to working in partnership with families and service users
- Commitment to contributing to team work
- Commitment to confidentiality.
- Empathy with Welcare's Christian Value Base