# Job Description and Person Specification
# Family Support Worker - Redhill

| Location<br>Redhill | Hours per week<br>21 | Salary scale NJC spinal point 22<br>FTE<br>£34,811 |
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| **ROLE AND PURPOSE** | Welcare works in partnership with the YMCA East Surrey to deliver Family Centre and Family Resilience services with families referred to us through the C-SPA operated by Surrey County Council.<br><br>The post holder will be required to support our Family Centre Manager to ensure families on our Pre-Allocation list are reviewed and triaged promptly and that referrers and families receive clear communication about outcomes and next steps.<br><br>This is delivered either at the Family Centre, out in the community or in service users' own homes.<br><br>The work is challenging and you must have the ability to keep accurate timely records and to follow policy and documentation procedures. |
| **ACCOUNTABILITY** | The post holder is accountable to, and line managed by, the Family Centre Manager who is responsible to the Chief Executive for the professional delivery of the service and the performance of agreed duties. |
| **PARTNERSHIP WORKING** | Collaborate with other professionals and agencies such as GPs, health visitors, schools, and local authority services, to provide comprehensive, integrated support for families. |
| **KEY RESPONSIBILITIES** | **Referral Triage and Assessment**<br>• Monitor the Early Help Management (EHM) PAL Holding Tray and review new referrals allocated to the service.<br>• Read and consider information provided on the EHM Contact Form, including the reason for referral and presenting needs.<br>• Undertake an initial assessment of need and risk and RAG-rate referrals on the EHM Excel Tracker.<br>• Identify families who may benefit from Emerging Needs groups, services or community support<br>• Where Targeted Support is not required or appropriate, provide suitable signposting, close the referral and update the referrer.<br><br>**Family Contact and Consent**<br>• Where Targeted Support is indicated, make an initial telephone contact with the parent/carer.<br>• Explain the purpose of our support and obtain parental consent.<br>• Record all contact accurately within EHM case notes, including telephone calls and agreed outcomes.<br>• Ensure the EHM Tracker contains, as a minimum, the **EHM number and child's name**, alongside relevant referral and allocation information. |

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| | **Decision-Making and Allocation**<br>• Determine an appropriate **allocation timeframe, signposting outcome or next action** and record this clearly within the Management Decision.<br>• For families who consent to Targeted Support, commence the Early Help Episode and allocate the case to the appropriate **PAL Holding Tray**.<br>• Prepare a clear **Case Summary** using the agreed template.<br>• Identify and record the **three most relevant Supporting Family Outcomes**.<br>• Complete **Management Oversight at Allocation to Welcare**, ensuring this is entered in the case notes on the date the family is received by Welcare.<br><br>**Communication and Partnership Working**<br>• Provide parents/carers with a clear written summary of the contact, agreed actions and outcome.<br>• Communicate referral outcomes to the professional or service that made the referral.<br>• Maintain clear, concise and timely records to support effective communication and continuity of support.<br>• Work collaboratively with colleagues, Emerging Needs services and partner agencies to ensure families receive appropriate support at the earliest opportunity.<br><br>**Caseload Monitoring and Deadlines**<br>• The postholder will be responsible for actively monitoring the PAL and ensuring agreed timescales are met, including:<br>• Checking the PAL for **5-day calls** that are due.<br>• Checking the PAL for **10-day check-in calls** that are due.<br>• Completing follow-up calls within the required timescales and recording outcomes on EHM.<br>• Monitoring outstanding actions and ensuring referrals do not remain without an agreed next step.<br>• Maintaining accurate and up-to-date information on the EHM Excel Tracker.<br><br>**Record Keeping and Quality**<br>• Maintain accurate, timely and proportionate records on EHM and the EHM Tracker.<br>• Ensure Management Decisions clearly evidence the rationale for the action taken.<br>• Record parental consent and relevant contact appropriately.<br>• Maintain confidentiality and handle family information in accordance with organisational policies, safeguarding requirements and data protection legislation.<br>• Ensure case information is sufficiently clear to support management oversight, audit and effective handover. |
| **KEY OUTCOMES OF THE ROLE** | **The postholder will ensure that:**<br>• New referrals are reviewed and triaged promptly.<br>• Families receive the right support at the right time.<br>• Appropriate referrals are signposted or closed without unnecessary delay.<br>• Families requiring Targeted Support are contacted and consented promptly.<br>• Allocation decisions and timescales are clearly recorded.<br>• EHM records and the Tracker remain accurate and up to date.<br>• Required 5-day and 10-day contacts are completed within agreed timescales. |

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| | • Referrers and families receive clear communication about outcomes and next steps.<br>• Cases allocated to Welcare have a clear Case Summary, Supporting Family Outcomes and Management Oversight recorded. |
| **TERMS and CONDITIONS** | 1. Competitive salary £34,8111 (FTE)<br>2. 6 weeks' annual leave and 2 additional bank holidays each year (pro rata for part time staff)<br>3. The chance to make a difference in a less bureaucratic environment<br>4. Pension contribution<br>5. Employee Assistance Programme<br>6. Training and continual professional development<br>7. Individual and group learning opportunities<br>8. Hours of work: 21 hours per week. |
| **DATE REVISED** | November 2026 |
| **JD REFERENCE** | Family Support Worker – Pre allocation (Redhill) |

# Please see person specification below

# PERSON SPECIFICATION

**Job Title:** **Part-time Family Support Worker**

**Grade:** **NJC scale point 22**

**Location:** **Welcare East Surrey Office – Redhill**

**ATTAINMENTS AND EXPERIENCE**

- Level 3 qualification in a relevant field or obtained through significant recent work experience
- Professional experience in a relevant professional area with families and children.
- Demonstrable knowledge base regarding relevant legislation and resulting practice/procedure issues in family support services.
- Secure knowledge of Surrey Safeguarding Procedures and levels of need document and a willingness to be trained in the role.

**SKILLS**

- Experience of working with children, young people and families, ideally within Early Help, family support, community services or a related setting.
- An understanding of Early Help, safeguarding, thresholds of need and risk assessment.
- Ability to assess information, identify appropriate levels of support and make clear, evidence-based decisions.
- Excellent communication skills, including the ability to engage parents/carers by telephone.
- Ability to build positive working relationships with families and professionals.
- Strong organisational skills and the ability to manage deadlines and competing priorities.
- Accurate case recording and good attention to detail.
- Confidence using electronic case management systems and Microsoft Excel/Office 365 tools
- Ability to work independently while seeking management oversight appropriately.
- A commitment to strengths-based, family-centred and inclusive practice.

**WORK ATTITUDES**

- Self-motivated and confident
- Good communicator
- Aware of boundaries, limitations and accountability
- Able to work on own initiative and as part of a team
- Commitment to working in partnership with children and families to build resilience and independence
- Personal Resilience
- Passion, compassion, understanding, and an open-minded approach to supporting families with complex needs.
- Flexible approach to working which prioritises the needs of children and families
- Empathy with Welcare's Christian value base

**CIRCUMSTANCES**

- Willingness to travel around the borough to meet the demands of the role
- Satisfactory enhanced DBS clearance is required.
- Full clean driving licence and access to a vehicle for work purposes.