

**FAMILY SUPPORT WORKER**

**Job Description:** Family Support Worker

**Responsible to:** Early Help Team Leader/ Director

**Responsible For:** No staff, volunteers

**Salary: £21,322 - £23,848**

**Hours: 37 hours per week**

**Annual Leave: 33 days inc BH pro-rata**

The Family Support Worker works as part of a team to support whole families with school age children (5 – 19 years) who are referred to the Family Support & Play Service visiting them at least weekly to offer practical help and emotional support. The preventative service is part of the B&NES Early Help offer support for whole families. Children, young people and their families are at the heart of our Family Support and Play Service and our team provide early support before things get worse. We build on the strengths and resilience of families and communities empowering them to help themselves using the family partnership approach.

Each year, you will support up to 20 families that meet the criteria for the FSPS service at a Level 2/3 on the Level of Support windscreen or Level 4 jointly with Social Care. Support will average around 4 - 6 months. More complex families may require a higher level of intervention, particularly at the beginning of the support and allocations to staff are based on their caseload capacity.

As a Family Support Worker your role would vary depending on the particular needs of the family you are working with, some of which are complex. Challenges that some families face can include drug and alcohol abuse, domestic abuse, a parent in hospital or prison, marital or financial difficulties or a child or parent with a disability or challenging behaviour.

As part of the family, children who are referred often have low self-esteem, little self confidence often due to adverse childhood experiences (ACES). Trauma impacts on children and parents which then impacts on their parenting capacity and relationships with their children.

Once the family & child is referred to FSPS through a Single Point of Entry, you would work with the Early Help Team Leader and together using the Early Help Assessment if already completed, or undertake the assessment, plan the type and length of support needed by the family. A key part of your work would involve helping parents to agree an Action Plan, better understand their child ensuring their voice is heard, their parenting skills and improving their relationship using play as a mechanism for engagement & is non-threatening and non-judgmental

**Job Description**

* Work with the whole family to support the development of physical and emotional caring skills including improved attachment through regular support at home, in the community or in groups. This will include working as part of the team at Playdays during school holidays.
* Enabling children to become more resilient and less socially isolated using play as a catalyst for change in behaviour and confidence*.*
* Use a child-centred approach, supporting the participation of children in the design and review of the support / service
* Trauma informed/ psychologically informed support for parents to enable processing of historical traumas, understanding that that parents bring a wealth of their own childhood experiences some of which can be adverse and may impact on the way that they relate to their own child.
* Support for parents to develop improved relationships with their children using play, increase their confidence and develop their emotional well-being and supporting family cohesion
* Using play/theraplay, emotion coaching to support children to work through issues, deal with trauma or to increase confidence
* Role modeling effective ways to deal with discipline and behaviour
* Promoting engagement by parents with their children’s schools/ colleges
* Coordinate the assessment of the family’s needs, prioritising the child’s voice, enabling a shared Action Plan to be agreed
* Coordinate multi-agency support and attend/chair multi-agency meeting e.g. Team around the Child/ Family (TAC/TAF)
* Coordinate regular family reviews
* Offer emotional and practical support which may include support or signposting to relevant agencies including Housing, Mental Health and Debt advice
* A commitment to ensuring safeguarding principles are upheld and ensure that children are safeguarded
* Advising on how to keep children safe and encouraging parents tobuild and maintain healthy relationships and positive social networks.
* Supporting and challenging parents to provide appropriate supervision, a safe home, internet safety and protecting themselves and their children from abuse & substance misuse~~.~~
* Apply individual, family and group work skills to enable families to be at the centre of the work
* Develop links with other partners and utilise the resources of the community.
* Work with colleagues at community play events as requested
* Co-ordinate/participate in Child Protection Conference, Planning and Review meetings, Multi- agency meetings as required.
* Set up TAC/TAF meetings and act as a Lead professional where families request
* You will use systems and processes for recording including outcome and Trustee reporting, keep accurate records and attend regular team meetings.
* Work within the Information Sharing Protocol and maintain confidentiality, keeping all data secure in line with the Information Governance and Data Protection Policy

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education** | A good standard of education, ideally to a HE level | Level 3/4 in a relevant area (family work, playwork, youthwork) |
| **Experience** | Over 2 years’ experience working with families with complex needs | Experience of supporting in areas such as Mental Health, Substance Misuse or DV |
|  | A good knowledge of child development and adult attachment relationships and the impact of trauma on families, individuals and children | Experience of working in a trauma informed way with an understanding of relational family dynamics. |
|  | At least 2 years’ experience of working with children aged 5+ years and parents including those on the cusp of Level 4 Services | Experience in completing child and family assessments/ Early Help Assessments including the voice of the child |
| **Skills & Abilities** | Ability to engage with vulnerable parents/carers and children and genuinely involve them in a respectful relationship | Understanding of multi-agency working including TAF/ CIN plans etc |
|  | Ability to challenge families, understanding both strengths and potential risks and limitations within the family. | Understanding of using a holistic family partnership approach |
|  | Skills to using a non-judgmental approach, awareness of diversity issues and a commitment to supporting people in difficult circumstances | Understand the principles of participation and confident to ensure the child’s voice is heard, listened to and taken into account when providing support |
|  | Have good understanding of responsibilities in relation to Safeguarding; keeping children safe from harm whilst in your care and also sharing information appropriately Understanding of safeguarding issues | Hold or be willing to complete Safeguarding & Prevent training |
|  | Ability to make and keep personal and professional boundaries especially when working with complex families when consistency and reliability is important. | Knowledge of other early help services that are available for families |
|  | Excellent written and administrative skills including ability in information technology, data collection and report writing. |  |
|  | Confident communicator with excellent inter-personal and communication skills (verbal and written). |  |
| **Personal Qualities** | Have empathy, patience and good listening skills and the ability to stay calm under pressure |  |
|  | Willingness to engage in and develop reflective practice for professional development |  |
|  | A commitment to undertaking further training |  |

The successful post holder will be expected to be able to work flexibly to support families. Generally, the work can be between 9am and 6pm for these hours however there may be occasions where meetings or support is needed outside of these hours. We operate a system of TOIL whereby any hours worked in excess of the contract; you would be expected to take time off within the same month to avoid a buildup of excess hours.

The majority of face-to-face contact with children and families will be after school and during school holidays. However professional meetings, planning and record keeping will happen during the working day.

It is expected that the successful post holder can work up until 6pm Monday to Friday in order to offer individual and group work support for school age children and their parent/carers.

Use of a vehicle is essential as families live across B&NES for which a mileage allowance of 0.45 / mile is paid.

Ideally, we are looking for the successful post holder to start in January 2023. This post is funded through a Grant from Henry Smith Charity and funded for three years until 2026.