

## Job Description

<b>DIRECTORATE:</b>	Social Services & Wellbeing
<b>DEPARTMENT:</b>	Family Support Services/Edge of Care Services
<b>POST:</b>	Family Support Worker - Next Steps
<b>GRADE OF POST:</b>	Grade 07
<b>RESPONSIBLE TO:</b>	Senior Family Support Worker

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### JOB PURPOSE:

To work intensively, pre and post birth, with parents and families of unborn children who are at risk of becoming care experienced. To continue to work with the parents and their families should care proceedings be initiated by the local authority and the child becomes care experienced once the child has been born.

Additionally, to develop and deliver bespoke packages of support to parents who have lost care of their children through court proceedings initiated by the local authority. This support will encompass various activities aimed at stabilising their lives, including domestic abuse support; income review and support to take up benefits and address debt; support to access safe and secure housing; support to access relevant mental health services; support to reduce alcohol or drug misuse; support to reduce offending; support to engage in learning or work; support to engage with partner agencies around contraception.

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### PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Deliver intensive, tailored, evidence-based interventions specifically for parents of unborn babies pre and post birth who are at risk of becoming care experienced, on a one-to-one basis and in a group setting.
- Focus on reducing risk and increasing the protective factors associated with babies remaining within their family network.
- Deliver tailored, evidence-based interventions specifically for parents who have lost the care of their children through court proceedings initiated by the local authority, on a one-to-one basis and in a group setting.
- To engage individuals on a one to one and group basis in relational-based and trauma informed practice offering support, taking on the role of practical support.
- Work from a strengths-based empowerment model to assist family members to gain or re-gain positive control over their own lives.
- When working with individuals positively challenge and encourage them to reflect on their lives and engage with services to make and sustain change, even when the support maybe met with hostility.
- To be able to respond to crisis in a calm and effective manner. The ability to mediate will be highly important.
- Work within a co-located multi-agency team communicating and co-ordinating with partners in response to identified need.

- To work mornings, evenings and weekends where required to ensure family need is met consistently.
- Maintain accurate, up to date, and relevant case recordings and other records as specified in departmental guidance and procedures.
- Use agreed pre and post intervention measures and service user feedback to facilitate robust evaluation of outcome and inform future service delivery.
- Prepare and present reports and records to a high standard within agreed timescales.
- Participate in management/reflective practice supervision and appraisal and being actively prepared to do so.
- Contribute to service and team development through team meetings, practice forum and other organisational events.

## **GENERAL DUTIES**

### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### **Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

### **Criminal Records Check**

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

## Person Specification

### Family Support Worker – Next Steps

The following attributes represent the range of skills, abilities, and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (Yes).

Attributes	Requirements	Essential	Method of Evaluation/Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>Educated to QCF (NVQ) Level 3 in Health and Social Care or an ability to demonstrate competence through experience.</li> </ul>	Yes	Production of original Qualification Certificates and application form.
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in the health, social care or voluntary sector with children and families who are known to social service departments.</li> <li>Knowledge of adult safeguarding, childcare legislation, local Child Protection Procedures, and an understanding of child development, parenting capacity and risk and protective factors.</li> <li>Experience of evidence-based working with unborn and post birth babies and their families and/or delivering programmes linked to early years and child development.</li> <li>Experience of supporting families/individuals who present with a range of complex needs (mental health challenges, drug and alcohol misuse, domestic violence) and demonstrate ability to create rapport and build effective relationships.</li> <li>Experience of responding to crisis when individuals may present with poor mental health and require immediate support to access appropriate services.</li> <li>Experience of building constructive working relationships based on trust and respect within professional boundaries.</li> <li>Knowledge and understanding of a range of evidence-based approaches including, attachment and loss, relationship, and strength-based interventions.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form and selection process.

Attributes	Requirements	Essential	Method of Evaluation/Testing
<b>Knowledge &amp; Experience Continued</b>	<ul style="list-style-type: none"> <li>• Experience of positively challenging individuals to enable them to effect change within their own lives even when individuals may be hostile towards professionals offering the support.</li> <li>• Offer intensive support to those individuals who have experienced the trauma of their child being removed from their care.</li> </ul>		Interview, application form and selection process.
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A commitment to continued learning and development in applying evidence-based child and family practices.</li> <li>• To respond to crisis in a timely and effective manner with the ability to manage and deal with sensitive and emotionally challenging scenario's including where individuals may respond to support with hostility.</li> <li>• The ability to assertively and creatively engage family members who may be resistant or difficult to reach.</li> <li>• The ability to support families to identify areas for change and implement strategies to improve outcomes and build resilience.</li> <li>• Able to work effectively and independently within a multi-agency team, share information appropriately and co-work as indicated with colleagues from a range of a range of backgrounds and disciplines.</li> <li>• Able to manage variable and competing demands and significant levels of pressure.</li> <li>• Ability to analyse information and communicate clearly both verbally and in writing.</li> <li>• Ability to work from strengths-based, anti-discriminatory perspective.</li> <li>• Ability to operate in a highly flexible manner, working mornings, evenings and weekends as required by the needs of the service.</li> <li>• Good IT and organisational skills.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/Testing
	<ul style="list-style-type: none"><li>• Applicants need to hold a full valid UK driving licence and be willing to use own vehicle on official business journeys.</li><li>• The ability to communicate through the medium of Welsh.</li></ul>	Yes	