



## **Job Description**

<b>DIRECTORATE:</b>	Social Services and Wellbeing
<b>DEPARTMENT:</b>	Edge of Care / Connecting Families
<b>POST:</b>	Family Support Worker (Connecting Families)
<b>GRADE OF POST:</b>	GR07
<b>RESPONSIBLE TO:</b>	Senior Family Support Worker

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### **JOB PURPOSE:**

To work with children, young people and their families known to social service departments, adopting a person centred approach. Deliver responsive, flexible and supportive packages of support to assist them in achieving and sustaining the necessary changes to ensure children and young people are safe and have access to opportunities which will ensure their wellbeing and maximise the chances of them reaching their full potential.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- To work specifically with Children who are known to Social Services due to being in need of services, in need of protection or have become Looked After.
- Build constructive and supportive, professional relationships with service users ensuring the needs and views of children, young people and their families remain central to service delivery and development.
- Deliver tailored, evidence based, interventions to individual family members, the family as a unit and themed group work as required. Including parenting programmes both individual and group.
- Work within a co-located multi-agency team enlisting, communicating and co-ordinating with partners in response to identified need.
- Focus on reducing risk and increasing the protective factors associated with resilience.
- Work from a strengths based empowerment model to assist family members to gain or re-gain positive control over their own lives.
- Maintain accurate, up to date, and relevant case recordings and other records as specified in departmental guidance and procedures utilising the Integrated Children's System.
- 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 and Quality Team or IAA and Safeguarding Team.

### **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 (Connecting Families)

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.

Attributes	Requirements	Essential	Method of Evaluation / Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>QCF (NVQ) Level 3 or equivalent Health and Social Care qualification or the 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>Experience of direct work with people to bring about positive change.</li> <li>A working knowledge and understanding of the legislative and regulatory framework underpinning work with children and their families including child and vulnerable adult protection procedures and practices including the Looked After System.</li> <li>Experience of evidence based working with children and families and/or delivering evidence based parenting programmes.</li> <li>Experience of building constructive working relationships based on trust and respect within professional boundaries.</li> <li>A commitment to continued learning and development in applying evidence based child and family practices</li> </ul>	<p>Yes</p> <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>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <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.</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 children, young people and parents to identify areas for change and implement strategies to improve outcomes and build resilience.</li> <li>Able to work effectively 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>Good IT and organisational skills.</li> <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>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	