

Job Description

DIRECTORATE:	Children and Family Services
DEPARTMENT:	Edge of Care Services
POST:	Family Support Worker - ACT
GRADE OF POST:	GR07
RESPONSIBLE TO:	Senior Family Support Worker (Rapid Response)

JOB PURPOSE:

Deliver responsive, trauma-informed, and strength-based interventions to adolescents (aged 10+) who are at risk of exploitation, family breakdown, or becoming looked after. Provide intensive, time-limited support to stabilise crisis situations and build protective factors within families and care placements. This includes flexible working across evenings and weekends as needed.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Work directly with young people at risk of exploitation, extra-familial harm, or placement breakdown, delivering structured, high-intensity support.
- Work mornings, evenings and weekends where required to ensure family need is met consistently.
- Respond to crisis in a calm and effective manner. The ability to mediate will be highly important.
- Deliver tailored, evidence based, interventions to individual family members, the family as a unit or on a 1-1 basis.
- Work within a co-located multi-agency team communicating and co-ordinating with partners in response to identified need.
- Focus on reducing risk and increasing the protective factors associated with children remaining within their family network.
- 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.
- 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

Rapid Response Worker (Exploitation)

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
Qualifications, Education & Training	QCF (NVQ) Level 3 NVQ or equivalent Health and Social Care qualification or the ability to demonstrate competence through experience.	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	- Experience of working directly with adolescents and families facing high levels of risk, including exploitation, missing episodes, or criminal exploitation. - Experience delivering crisis-focused interventions in emotionally charged or high-pressure situations. - Understanding of contextual safeguarding, trauma, adolescent development, and attachment disruption. - Experience of direct work with people to bring about positive change in crisis situations. - 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. - Experience of evidence-based working with children and families and/or delivering evidence-based programmes that facilitate positive behaviour change in crisis situations.	Yes Yes Yes Yes Yes	Interview, application form and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Knowledge & Experience (continued)	Experience of building constructive working relationships based on trust and respect within professional boundaries.	Yes	Interview, application form and selection process.
Skills & Personal Qualities	- A commitment to continued learning and development in applying evidence-based child and family practices. - To respond to crisis in a timely and effective manner with the ability to manage and deal with sensitive and emotionally challenging scenarios. - The ability to assertively and creatively engage family members who may be resistant or difficult to reach. - The ability to support children, young people and parents to identify areas for change and implement strategies to improve outcomes and build resilience. - 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. - Able to manage variable and competing demands and significant levels of pressure. - Ability to analyse information and communicate clearly both verbally and in writing. - Ability to provide effective and constructive mediation during contentious situations.	Yes Yes Yes Yes	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
	• Ability to work from strengths-based, anti-discriminatory perspective. • Ability to operate in a highly flexible manner, working mornings, evenings and weekends as required by the needs of the service. • Good IT and organisational skills. • Applicants need to hold a full valid UK driving licence and be willing to use own vehicle on official business journeys. • The ability to communicate through the medium of Welsh.	Yes Yes Yes Yes	