

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Family Support Services
POST:	Family Support Worker
GRADE OF POST:	GR07
RESPONSIBLE TO:	Early Intervention Locality Manager

JOB PURPOSE:

To work as part of an Early Intervention Locality Team to support a range of services available to meet identified needs of children, young people and their families. This will require liaising with other service providers in the Early Intervention Locality Hubs in the Bridgend North, East and West Localities, and with the Central Team. The role will include the use of operational systems for needs identification via the Joint Assessment Family Framework (JAFF) referral, Team around the Family (TAF), tracking and progression to provide an integrated working approach to improve outcomes for children, young people and their families. Family support workers will act as key workers and provide support for families with unmet needs to prevent or minimise the risk of needs escalating.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To provide direct support and advice to children, young people and their families, assisting in the support of devised programmes within the community environment.
- To work in partnership with agencies, children, young people and families in a co-ordinated and seamless way in the delivery of agreed individual and family support action plans to meet needs.
- To work as part of multi-agency community hubs and teams to enable children, young people and families to access services relevant to need.
- To contribute to developments in multi-agency working with partner organisations, meeting regularly with the integrated working team.
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- To support and participate in evaluation of Integrated Working, JAFF, TAF, and contribute to the monitoring, planning and reviewing process, maintaining accurate records of activity via an electronic database.
- To be familiar with child protection procedures and comply with them at all times, including the maintenance and compliance with statutory and mandatory training requirements.

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 record check through the Disclosure & Barring Service (DBS)

Person Specification

Family Support Worker

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
Qualifications, Education & Training	<ul style="list-style-type: none"> NVQ level 3 in relevant subject or an ability to demonstrate competence through experience. 	Yes	Production of original Qualification Certificates and application form.
	<ul style="list-style-type: none"> A qualification in a discipline which is relevant to working with children, young people and families (or working towards). 	Yes	
Knowledge & Experience	<ul style="list-style-type: none"> Experience of supporting families with additional and/or complex needs 	Yes	Interview, application form, references and selection process.
	<ul style="list-style-type: none"> Experience of working in a multi-agency environment 	Yes	
	<ul style="list-style-type: none"> Awareness of and compliance with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection. 	Yes	
	<ul style="list-style-type: none"> Knowledge of the needs of vulnerable families and children. An awareness of lone working policies and procedures. 		

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Skills and Personal Attributes	<ul style="list-style-type: none"> • Ability to form constructive working relationships with colleagues, communities and other networks • Excellent interpersonal skills required, with an ability to effectively engage with children, young people and families • Ability to communicate clearly and effectively evidencing strong written and oral skills • Ability to demonstrate good organisational skills • Good ICT skills with the ability to use basic programmes to enable effective record keeping and reporting • Undertake appropriate training to contribute to professional development and skills. • Ability to work flexibly and proactively • Understanding of roles and responsibilities within different environments and professional disciplines • Work constructively as part of a team and on own initiative 	Yes	Application form, interview and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
	<ul style="list-style-type: none">• Applicant should hold a valid driving licence with access to a car• The ability to communicate through the medium of Welsh.	Yes	