

**STEPHENSON ACADEMY**

**JOB PROFILE**

**POST TITLE:** Family Support Worker **GRADE:** SA 4

**LOCATION:** Stephenson Academy

**RESPONSIBLE TO:** Senior Family Support Worker

**JOB PURPOSE**

With the support of supervisors carry out the duties of a Family Support Worker, assessing the needs of children, young people and their families, and with the wishes of the child/family as central, develop and implement intervention plans that will ensure the child/family’s safety, wellbeing and development in line with policy, legislation and professional codes of practice.

Liaises with other members of Stephenson Trust and agencies relevant to the care of children and families.

**PRINCIPAL ACCOUNTABILITIES**

* Carry out assessments using approved tools and processes so that the needs of children and families who are presenting levels of need/risk are clearly identified and recorded.
* Devise and implement clear intervention plans appropriate for each case to address identified needs.
* Manage a workload of families with identified need/risk with professional supervision.
* Maintain accurate case records and provide high quality reports as required.
* Work closely with other agencies and staff in a co-operative way, sharing information and planning and delivering interventions together to meet the needs of the child and family holistically.
* Deliver programmes to parents, individually and in groups, to improve their confidence and skills in managing their children’s behaviour.
* Take part in Trust wide activities as appropriate.

**Scope**

The role requires regular liaison with colleagues across the Stephenson Trust and with partner agencies, showing collaborative inter-agency working to meet the needs of the child.

This role is a challenging one, requiring a range of skills and a sound knowledge base from which to practice. Of paramount importance are the skills and knowledge required to carry out assessments and implement effective interventions with families. You will possess an understanding of both the physical and emotional development of children and young people, have the ability to make positive relationships with families and other professionals and possess good report writing and oral skills. The role holder also needs to be confident, articulate, professional and energetic, and possess emotional resilience and determination. This will enable the worker to take a greater degree of responsibility, acting with a degree of independence.

This is an important role demanding a level of creativity and patience. The post holder will be expected to take any steps necessary to safeguard children in accordance with local procedures. Working with others they will ensure the needs of families are met.

The role works in what can be a difficult, challenging and confrontational area and the client group by its nature is one which is often “in crisis”. Therefore the role may be exposed to unhygienic environments and may face aggression or threats.

The role holder is responsible for confidentiality and the security of data and for equipment issued to them i.e. laptop and mobile telephone.

**Work Profile**

The role holder using their skills and knowledge will carry out child/family centred assessment. The role holder will develop, implement, monitor and review effective plans and interventions to improve the safety, wellbeing and development of the young person. Occasionally, the worker may be asked to co-ordinate implementation by others. This occurs within a framework of line management and professional supervision. The role holder will not be expected to supervise the work of others on a frequent and regular basis.

The work at this level will carry a level of risk and the role holder will be expected to know when and how to seek support and appropriate approval from other staff.

Assessment, good quality analysis and judgement, the skills of building trust and credibility and of listening to children and families are all critical to ensuring good outcomes. The role holder will be expected to work in a co-operative and systemic way with the whole family and key services to improve outcomes for the child, young person and family.

Records will be maintained within an agreed solution and reports produced in line with policy and procedures.

The role holder will work within a team environment and is expected to participate in staff meetings and to support colleagues across the service when pressures of work require but proportionate to this role.

The role holder has professional responsibility for his/her own personal development using reflection and other techniques to continually improve professional practice. They will keep up to date with policy and legislation and developments in professional practice and contribute to team and service development.

**To be noted:**

* This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.
* This job description will be reviewed regularly in the list of changing service requirements and any such changes will be discussed with the post holder.
* The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.

**Stephenson Trust is an Equal Opportunities employer. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment.**



**STEPHENSON ACADEMY**

**PERSON SPECIFICATION**

**JOB TITLE:** Family Support Worker

**LOCATION:** Stephenson Academy

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| **CRITERIA** |  | **E/D** |
| EXPERIENCE/KNOWLEDGE | * Assessment skills – to be able to contribute to child care assessments.
* Working in partnership with families – able to demonstrate an understanding of what this means and evidence of having worked in partnership
* Written communication and recording skills – ability to write reports and case recording
* Ability to communicate clearly and effectively
* Ability to relate to children, young people and families
* Anti-Discriminatory Practice – awareness of anti-discriminatory practice and committed to work in a way that addresses issues.
* Ability to manage a caseload
* Relevant experience with children, whether paid or voluntary (minimum 5 years)
* Relevant experience of group work with parents
* Relevant experience with families, whether paid or voluntary (minimum 5 years)
* Knowledge of child development, including challenging behaviour
* Knowledge of parenting skills
* Knowledge of relevant legislation
* Knowledge of child protection and procedures – awareness and understanding importance
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| TECHNICAL JOB RELATED SKILLS | * IT literate
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| PERSONAL JOB RELATED SKILLS | * Commitment to quality and continuous improvement
* Able to work on own initiative with minimal supervision
* Accuracy and attention to detail
* Confidentiality
* Team orientated
* Client orientated
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| EDUCATION QUALIFICATIONS | * Relevant qualification in a social care or child care field, e.g. NVQ
* GCSE or equivalent in English Language grade C or above.
* IT skills and knowledge of Microsoft Office and databases
* Willingness to undertake further work related training
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| OTHER REQUIREMENTS | * Willingness to be flexible with working hours to respond to Academy’s needs
* Willingness to work in a multi-agency context
* Prepared to be managed/supervised to ensure staff support is given and high quality services are provided
* Car owner/driver with current licence and willing to transport users in own vehicle if required
* Willingness to work as part of a team and accept responsibility for being part of the team
* Basic awareness of Health & Safety issues to staff and users
* Commitment to the provision of a quality service to users and uphold the Academy’s Equalities policy
* Understanding of confidentiality issues and relation to role
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