

JOB DESCRIPTION

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| Job Title: | Family Support Worker |
| Salary: | £26,780 - £29,974 |
| Hours of work: | 35 hours a week plus a daily hour's break Flexible options available. 9:00 – 17:00 |
| Office base: | Epsom Down Family Centre with travel around Reigate & Banstead |
| Responsible to: | Family Centre Manager |
| Responsible for: | N/A |
| Job Purpose: | To provide focused 1-1 and group family support for families with children and young people aged 0-19 years old (up to 25 years for young adults with additional needs). This will be delivered either at the Family Centre, out in the community or in service users' own homes. The post holder will be required to work with families as a lone worker. All services provided will support the delivery of the Family Support Specification, which aims is to enable children and families to achieve and improve outcomes. |
| Main Responsibilities: | <ul style="list-style-type: none"> ▶ Manage a case load working in partnership with agencies to provide integrated and planned interventions, giving advice, information, and practical and emotional support to families. ▶ Undertake direct work with children and their families who are assessed as requiring help and support, both at the Centre, community and in the home environment for emerging need and targeted services, offering timely support and interventions to address identified needs. ▶ Provide support for the family, using a variety of interventions including motivational interviewing, solution focused approaches and accredited parenting strategies. ▶ Deliver 1:1 evidence-based parenting programmes of support to achieve best outcomes for families and priority groups and record observations on electronic systems to the agreed standard and within agreed timescales. ▶ Plan, deliver and evaluate targeted services within the Family Centre and community venues. ▶ Deal effectively with challenging situations and the ability to be proactive to motivate and create change with complex family situations. ▶ Convene, chair, and minute-take for multi-agency meetings as appropriate. ▶ Maintain accurate records including use of the Early Help Management System (EHM) of all interventions and communications, including Early Help assessments, plans, chronologies, reviews, and outcomes electronically; share information with other professionals as appropriate (with consent). ▶ Coordinate and facilitate TAF/TAC meetings and provide precise information. ▶ Develop community knowledge and links for the benefit of children, young people and their families and the wider family support service. ▶ Use the various IT systems and programmes to log families progress which includes the Early Help Management system and Outcome Star records. ▶ Work at various locations throughout Reigate and Banstead or Mole Valley. |

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| | <ul style="list-style-type: none"> ▶ Work alongside other YMCA East Surrey Children and Young People managers and staff to share good practice. ▶ Ensure YMCA East Surrey's policies and procedures are followed at all times, including safeguarding, health and safety. ▶ Any other duties are required to be performed within the grade and remuneration of the role. ▶ Ensure that all activities demonstrate the values and culture of YMCA East Surrey. <p>YMCAES is committed to safeguarding and promoting the welfare of children and young people/adults at risk. This role will require an enhanced DBS disclosure. We require postholders to understand and demonstrate this commitment and attend any required training</p> |
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PERSON SPECIFICATION: Family Support Worker

| | | Essential | Desirable | How measured (application, assessment, interview) |
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| Qualifications, Education & Training: | | | | |
| | A level 3 qualification in a relevant field or obtained through significant recent work experience | X | | Application and certificates |
| | Paediatric First Aid qualification | | x | Application |
| Experience | | | | |
| | Professional experience in a relevant professional area with families and children. | X | | Application, interview |
| | Demonstrable knowledge base regarding relevant legislation and resulting practice/procedure issues in family support services. | X | | Application, interview |
| | Experience of establishing and maintaining effective working relationships with other agencies and professionals. | X | | Application, interview |
| | Professional experience of delivering group and 1-1 support to families, children and young people ideally using motivation interviewing techniques. | X | | Application, interview |
| Abilities, skills, and attitude | | | | |
| | A command of Microsoft Office including Word, Excel, and PowerPoint and online systems. | X | | Application, assessment |

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| | Ability to work collaboratively with colleagues to effect positive change, encourage innovation, creativity and continuous improvement | X | | Application |
| | Good spoken and written communication skills with a level of attention to detail | X | | Application, assessment, and interview |
| | Able build good professional relationships at all levels of the organisation. | X | | Application, interview |
| | Demonstrate a level of professional credibility, integrity and emotional resilience | X | | Application, interview |
| | Good organisational skills with the ability to keep things simple | X | | Application, interview |
| | Safeguarding knowledge and experience. | x | | Application, interview |
| Other requirements | Subject to a satisfactory Enhanced with Children's barred list DBS disclosure. | X | | Application, DBS disclosure |
| | Car driver | | x | Application, Interview |
| | Commitment to the values, aims and mission of YMCA East Surrey | X | | Application, Interview |
| | Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders | X | | Application, Interview |