Job Description

Job Title: BSiL (Senior) Family Support Worker	**Service Area**:
Directorate: Operations (CYPS)	**Evaluation Number:** 3198 / 3199
Grade: Scale 6 / S01	**Date last updated:** October 2015

EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES
Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

- To support the development of capacity, resilience and independence of families with young children.
- To undertake support to parents through outreach and home visiting working within the Children Centre framework of building resilience.
- To facilitate (parent focused, evidence based for S01 practitioner) group work building skills and knowledge within families.
- To work with children, young people and families in need of low level individual work, either to stop families progressing to, or to support families stepping down from, statutory services.

Job Context

1. The post holder is accountable to [to be completed as appropriate].
2. The post holder has no line management responsibility.
3. The post holder has no budget responsibility.
4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To work with families referred through Triage and provide targeted, evidence based support.

2. To facilitate families engagement with services and activities.

3. To aid in the identification and assessment of need, develop individual and family support plans and provide time limited focused interventions.

4. To complete all necessary administrative procedures and maintain high standards of record keeping, including using electronic and paper systems as directed (including the Early Help Record), ensuring that information is timely, accurate and complete, and complies with recording requirements.

5. To work flexibly managing allocated caseload using various techniques and evidence based approaches including providing 1:1 support, group facilitation and outreach to build capacity, resilience and independence in children, young people and families.

6. To work to ensure and maintain effective systems for communicating with children, young people, parents/carers and professionals.

7. To promote full and positive involvement, participation and inclusion of children, young people and families by building strong relationships with families that enable them to identify their own solutions and take responsibility for their future.

8. To signpost families to other appropriate support services/agencies using an assertive outreach approach and working with partners to ensure that families have access to relevant services. Case management of your caseload, where appropriate, will include co-ordination of input and support to families to build personal, community and economic resilience.

9. To communicate with parents, children and colleagues in a respectful and responsive way building trusting and responsive solution focused relationships with those who need extra help through one-to-one casework and evidence based group activities.

10. To establish and maintain links with colleagues and other agencies working across barriers to provide holistic support and guidance to children, young people and parents/carers.

11. To monitor levels of support given to individual families ensuring clear and robust recording systems and protocols are adhered to and that data is shared, as appropriate.

12. To monitor participation and access of children, young people, parents/carers to services and contribute consistently to the measurement of impact and levels of satisfaction achieved with service users.

13. To attend and contribute to supervision, appraisals, group discussions and training sessions with the line manager and other colleagues/seniors.

14. To be fully aware of child protection/safeguarding issues when working with children, young people and families and be able to implement safeguarding procedures in line with the Pan London Safeguarding and Newham LSCB policies and procedures.

15. To report relevant safeguarding issues or case work that requires management oversight to relevant managers in a timely and appropriate manner; ensuring high standards in case recording.

16. Improve service delivery through personal development, personal contribution to service deliverables, ensuring feedback from service users is captured and considered and contributing to service improvement actions and planning.

17. To undertake any other duties that are in line with the purpose and grade of the post as may be required from time to time

Applies to SO1 post:

18. To deliver evidence based parenting support in line with Newham's parenting plan including the delivery of Triple P group and 1:1 support.

19. To monitor and review evidence based group delivery across a centre as specified by the nominated manager - compiling analytical reports on measures and impact.

20. To manage a dedicated small to medium scale project to promote an ECM (or range of) outcome or develop a specific area of work within Children Centres' including evaluation.

21. To deliver training relevant to skills, experience to colleagues and other professionals.

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE:	
• Understanding of the Early Help agenda and relevant legislative frameworks including the,Children's Centre Ofsted Inspection Framework.	Application Form/Interview
• Understanding of Newham Council's Resilience and Best Start in Life Agendas.	Application Form/Interview
• Understanding of developmental needs of young children	Application Form/Interview
S01 - Knowledge of evidence based parenting programmes.	Application form/Interview
QUALIFICATIONS	
• Relevant childcare qualifications (minimum of level 3 childcare or equivalent).	Certificates
S01 -Evidence based parenting practitioner.	Certificates
EXPERIENCE:	
Significant experience of delivering child and family focused support and interventions.	Application Form/Interview

Experience of working in environments where barriers to social inclusion are identified and addressed to achievement positive outcomes for children, young people and families.	Application Form/Interview
Experience of working successfully within a multi agency team and with a variety of agencies and community groups.	Application Form/Interview
Experience of engaging children, young people and families less likely to access services without additional support.	Application Form/Interview
Demonstrable evidence of delivery of outcome focused initiatives.	Application form/Interview
S01 - Successful experience of delivering evidence based one to one and group work.	Application form/Interview
SKILLS AND ABILITIES:	
Ability to effectively communicate using a range of mediums and ability to relate to a variety of audiences.	Application Form/Interview
IT literate with an ability to use databases to record, plan, review and analyse outcomes.	Application Form/Interview
Excellent time management skills with an ability to prioritise and organise workload.	Application Form/Interview
To engage in continuing professional development, related to good/effective practice interventions and their implementation.	Application Form/Interview
Ability to contribute in 1:1, appraisals and group meetings and offer practical solutions to perceived challenges.	Application Form/Interview
Sound assessment skills, and ability to plan and review working in partnership with parents/carers.	Application Form/Interview
Ability to integrate an equalities, social inclusion and valuing diversities approach in service delivery.	Application Form/Interview
S01 - Ability to compile reports and evaluations showing analysis of outcomes and impact.	Application Form/Interview
SO1 – Ability to lead a small to medium scale project leading to service improvements and development.	Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR:	
Ability to develop and sustain effective relationships with children, young people families and a range of agencies.	Application Form/Interview
Commitment to delivering high quality and effective services, achieving positive outcomes from children, young people and families towards creating a resilient community.	Application Form/Interview

OTHER SPECIAL REQUIREMENTS: This post is subject to an enhanced DBS check.	Satisfactory clearance at conditional offer stage