

Family Support Worker (Specialism Parenting) Job & Person Specification

Job Title:	Family Support Worker (Specialism Parenting)
Reports To:	CHEXS Family Support Lead
Working Hours:	37.5 hours per week (25 days annual leave) (However we are open to consider Term time plus 4 weeks if this option is more suitable to the right candidate)
Salary	£25,725 (plus 6% Pension Contribution. This is optional after 6 months)
Term	Full Time Permanent position
Start Date	January 2023

PURPOSE OF POST

To support the whole family, helping raise parents' ability to communicate with their child which in turn can improve relationships and support development. By working with and supporting families, parents/carers and partner organisations you will promote the engagement of the child's learning, development and wellbeing and to contribute to the effective and efficient delivery of information. To support parents/carers in addressing unmet needs by removing barriers to learning, promoting positive outcomes and improving the wellbeing of families and the local community. This will include working closely with children & young people, helping raise children and young people's self-esteem, skills and aspirations while addressing confidence issues that stop them achieving their potential

KEY AREAS

1. Parent Support
2. Children & Young People Support
3. Service Development
4. Evaluation & Monitoring
5. General

DUTIES AND RESPONSIBILITIES

1. Parent Support

- 1.1. Provide support to children and young people and their families with unmet needs by engaging them in time limited one to one support by:
 - Liaising with other agencies including attendance and contribution to child protection conferences, reviews, core group meetings and school reviews as appropriate
 - To support and direct the Families First Assessment process and the organisation of the Team Around Family (TAF)

- To support and direct Key Workers within CHEXS wards settings modelling the role, providing information, advice and guidance and facilitating their role with the family.
 - In case of difficulties to broker the TAF and Key worker role.
 - To work closely with partner organisations, providing appropriate intervention programmes and targeted work for marginalised children and their families. This will include mentoring and may include outreach work and home visits.
- 1.2. To enable CHEXS to access appropriate services within the service wards for families who have unmet needs and support them in overcoming barriers to learning and opportunities, employability and social/emotional well-being.
 - 1.3. To provide parental support to ensure access to services, including promoting parental engagement within CHEXS area leading to their improved involvement in their children's learning and well-being. There is a need within each service area to respond to the specific needs of parents and to promote, and arrange direct services to meet these needs, linking with a network of professionals from statutory and voluntary and community agencies.
 - 1.4. To help to identify families who have unmet needs through statutory, voluntary and community bodies within CHEXS areas.
 - 1.5. To provide drop-in or family support sessions, signposting and appropriate intervention programmes for marginalised families. This will include outreach work and home visits.
 - 1.6. To provide transition support between the different age groups supporting the engagement of parents/carers in improving involvement in their children's learning, development and wellbeing.
 - 1.7. To attend supervision, training and development opportunities as directed by the CEO in order to develop skills and knowledge and keep up to date with developments in the field of parent support and information

2. Children & Young People Support

- 2.1. **To cover and support, when required,** CHEXS mentoring of children and young people within outreach settings:
 - Help young people to increase their confidence and self-esteem
 - Support the personal and social development of young people
 - Liaise with parents, schools, teachers and partner organisations.
 - Be a mediator and advocate for children & young people
 - Keep up-to-date and accurate electronic records
 - Travel locally between schools and other settings to deliver mentoring
- 2.2. To cover and support, when required, targeted programmes of enrichment activities such as:
 - Creative projects - young people mentor primary children and take responsibility for being positive role models within outreach settings.
 - Young People create and manage habitat management within local community areas

3. Service development:

- 3.1. Contributing to the service development by working alongside the CHEXS Children & Young People Lead and other appropriate staff to evaluate service delivery and contribute to outcomes and monitoring reports.
- 3.2. Representing CHEXS at external meetings, and networking locally to develop contacts, services and raise CHEXS Network's profile.
- 3.3. Encouraging a culture of continuous performance improvement at both an individual and service level.

- 3.4. Participating in training and development opportunities as agreed with the CHEXS Senior Team.

4. Evaluation and Monitoring

- 4.1. To keep clear electronic records and plans of all contacts with clients, professionals and meetings with external agencies. Ensure the efficient administration of services including distributing promotional materials, maintaining records and submitting reports as required
- 4.2. To be responsible for the monitoring and evaluation of the CHEXS services and reporting outcomes to CHEXS Board and stakeholders.
- 4.3. To ensure that all records and confidential information is stored in line with the Data Protection Act and CHEXS policies and procedures.
- 4.4. Ensure that CHEXS CRM DATABASE is kept up to date. This will include updating the system with referral enrolments and evaluations

5. General

- 5.1. Ensure compliance with legal, ethical, regulatory and social requirements.
- 5.2. Manage personal resources and own professional development.
- 5.3. To manage social media of CHEXS activities & events, including updates on Facebook, twitter and any other social media.
- 5.4. Promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- 5.5. Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons or within inappropriate settings.
- 5.6. To be an active and effective team member.
- 5.7. There may be some travel outside of the Broxbourne area.
- 5.8. To work some hours outside of normal office hours (including evenings and weekends). Time taken in lieu.
- 5.9. At all times to carry out every aspect of your duties with due regard to CHEXS policies and procedures including the Equalities statement.
- 5.10. To ensure CHEXS vision and values are embedded in the service delivery.
- 5.11. To maintain a professional level of communication at all times.
- 5.12. Maintain full accountability to services through supervision and group supervision.
- 5.13. Undertake other duties as may be reasonably determined by line management, the CEO or Board of Trustees.
- 5.14. Development and delivery of projects and initiatives to support charity objective.

EQUAL OPPORTUNITIES

CHEXS is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. It is a central responsibility of members, managers and employees of the charity to ensure that every individual that we come into contact with is treated with dignity and respect. A copy of the full policy will be given to all staff, and a full briefing on the contents of the policy is included in induction.

The post holder's duties must at all times be carried out in compliance with the CHEXS Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.

- a) Take reasonable care of the health and safety of self, other persons and resources whilst at work.

- b) Co-operate with management of the Service as far as is necessary to enable the responsibilities placed upon the Service under the Health and Safety at Work Act to be performed, e.g. operate safe working practices.

It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards service users or employees, including those who may be for example from minority ethnic communities, women, disabled or older people, lesbians or gay men. The post holder should also counteract such practice or behaviour by challenging or reporting it.

DISCLOSURE AND BARING SERVICE

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of CHEXS pre-employment checks. Please note that additional information referring to the DBS is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee to comply with CHEXS' policies and while at work to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

PERSON SPECIFICATION

Qualities	Essential	Desirable
Qualifications	You will be educated to level 3 or equivalent and have experience of working in a multi-agency environment promoting partnership working.	Level 4 or above
Special skills	<p>Relevant qualifications and/or experience working with parents.</p> <p>You will have a broad understanding of family/children's/education agenda.</p> <p>You will have excellent negotiating skills as well as working effectively as part of a team.</p> <p>You will be able to research, analyse and present information and data in order to assess the need for service development within a district/locality,</p>	<p>Working with partners level 3</p> <p>Protect behaviors level 1</p> <p>Protective behaviors Intermediate</p>
Experience	You will have experience working with, parents and carers, children, young people and the local community with knowledge and understanding of how to respond to a diversity of needs and backgrounds.	Previous experience of working in a charity.

	<p>You will have knowledge of children and young people's development, Child Protection and Safeguarding policies and procedures.</p> <p>You will have experience of Integrated Processes and an understanding of support available to children and their families including parenting support.</p> <p>You will be able to engage positively and negotiate, with professionals from a range of services to access appropriate support for children and families.</p>	<p>Previous experience within an education or local authority setting.</p> <p>Identifying/supporting families with Drug/Alcohol problems</p> <p>Domestic violence awareness course</p> <p>Graded Care Profile training</p>
IT skills	<p>Outlook – produce emails and maintain filing system</p> <p>Word – able to produce documents/letters, set up mail merges</p> <p>Excel – able to set up spreadsheets including formula, charts and formatting.</p> <p>PowerPoint – to produce presentations in presenting complex information to a range of audiences.</p> <p>Confident using different social media platforms</p>	<p>Previous experience of using bespoke databases</p>
Personal attributes	<p>The ability to adapt and take on challenges within the CHEXS charity objective.</p> <p>Good communication skills</p> <p>Able to work well as part of a team</p> <p>Work well under pressure</p> <p>Good organisation skills</p> <p>Able to work on own initiative</p> <p>Able to prioritise tasks and meet deadlines.</p> <p>You will have a flexible problem solving approach to your work.</p>	
Circumstances	<p>Possesses a full driving licence and access to own car to travel independently across various locations</p> <p>Happy to work unsupervised and independently</p>	

	<p>Able to work some late afternoons/evenings to help with CHEXS projects and activities</p> <p>Able to work occasional weekends to help cover community days</p>	
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