

Job Description

Job Title:	Family Support Worker (FSW)
Location:	Guildford borough. Office space in Guildford Nursery School, Hazel Avenue
Grade:	SP7
Working pattern:	36 hours per week, 52 weeks a year
Reports to:	Team Leader for Families First Guildford

Purpose:	<p>To ensure that all families within the borough are aware of the services available across the borough and that families in most need are supported to access these services.</p> <p>To ensure families have access to the support they need to get involved with their children's development, health, learning and wellbeing, to give them the best possible start in life.</p> <p>To provide Early Help, working in partnership with schools and others in the Early Help workforce, to support families that include young children at risk of social exclusion, in order to reduce inequalities within the borough.</p> <p>To provide family support to families in most need.</p> <p>To identify, assess and evaluate the outcome of the impact the intervention has achieved.</p>
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Work Context:

Family Centres have been established to work with children aged 0 to 11 and their families, and to promote the upbringing of children within their birth families and to work with partners and families to ensure that children thrive whilst remaining safely at home.

Family Centres are key providers of support, following the Surrey Effective Family Resilience Model at levels 2 (Early Help) and 3 (Targeted) and will work with partners to support families at level 4 (specialist) aiming to engage as soon as problems emerge, sharing information and providing effective timely support to enable children and families to overcome difficulties.

Children and Families will be supported across the entire borough meaning postholders will work not only at the two identified centres but also at a range of homes, schools, early years settings and community settings in order to deliver support.

Principal Accountabilities:

- Hold a caseload of between 12-15 cases.
- To facilitate, in partnership with other practitioners and agencies, a range of outcome based family learning and parenting programmes within the borough

- To attend relevant meetings and training (this may be out of normal working hours).
- To keep up to date with best practice and take responsibility for own continuous professional development.
- Have high expectations in promoting the centre's vision, values and aims both within the organisation and in the wider community.
- Contribute to the development and direction of the centre in line with the development plan

Main tasks:

- To act as lead professional for families on your case load.
- To complete thorough and robust Early Help Assessments, building on family's strengths.
- To utilise Early Help Assessments to develop, in conjunction with families, family action plans.
- To complete direct work, in homes and settings, with families and children as per the family's action plans.
- To lead multi agency Team Around the Family meetings.
- To utilise other professionals to support the action plans, making appropriate referrals when necessary.
- To support the delivery of the specification for family centres
- To meet the service standards agreed with Surrey County Council.
- To maintain records in line with policy and ensure information and data is used to improve services
- To provide reports and data that show the impact of the family support work
- Prepare for and access individual supervision, support and mentoring on a 6 weekly basis.
- Demonstrate an excellent knowledge of child development and family functioning in order to engage families in the support to build their resilience.
- To make effective use of time and be able to prioritise workloads.
- Promote the centre's commitment to safeguarding and to the welfare of children and young people, facilitating appropriate levels of information sharing between families, staff and other relevant agencies.
- Help to implement and share best practice strategies (through improvement systems, processes and procedures) to raise the quality of family services and motivate hard to reach families.
- To maintain effective working relationships with external agencies and services contracted to the centre and the borough
- Where appropriate attend meetings in relation to safeguarding such as CIN and CP.
- To develop and maintain positive links and relationships with the community, local organisations and employers:
 - To promote a positive image of the family centres
 - To ensure that the centres play a constructive role in the life of the community
- Act as an ambassador for the family centre promoting its ethos and philosophy and strengthening existing links with the community in order that the centre maintains a high profile in the community.

- To adhere to the rules and regulations as set out under GDPR
- To contribute to relevant centre policies
- To participate in arrangements made in accordance with the regulations for the appraisal and supervision of staff
- To promote an attractive environment which stimulates learning and enhances the appearance of the centres
- To contribute to arrangements for the security and effective supervision of the centre buildings, their contents and grounds, including aspects of health and safety.
- To have specific responsibilities to be agreed upon appointment

Promotion of Values

- To be aware of our high profile and uphold our vision, ethos and standards at all times.
- To ensure the promotion of respect for all who work in and use our facilities.
- Demonstrate consistently high standards of personal and professional behaviour in the workplace and ensure that behaviour outside the workplace does not compromise our reputation in any way.
- To put children at the centre of all that is done at and for GNS and FFG.

Accountability

- To ensure that policies are followed effectively.
- To be consistently kind, honest and reflective.
- To be fully compliant with GNS and FFG staff responsibilities.
- To be fully aware of the Safeguarding Children Policy and be alert to signs that a child may be at risk.
- To work according to relevant Equal Opportunities Policies.
- To comply with health, safety and welfare standards at work.
- To manage own workload and plan time effectively, with support when necessary.
- To constantly strive to improve.



Person Specification

Attributes		How Identified
Qualifications and experience	<p>A full and relevant NVQ level 3</p> <p>A good standard of general education including GCSE English and Maths A - C or equivalent</p> <p>A degree level qualification in education, health and/or social care and/or extensive experience in a relevant field</p> <p>Recent experience of direct work with families at Early Help, Targeted Help and Specialist levels</p> <p>Evidence of partnership working with professionals in relevant agencies</p> <p>Evidence of further training and continuous updating of own skills and knowledge</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Special knowledge	<p>A detailed understanding of Safeguarding and Child protection procedures</p> <p>Ability to analyse data and use it to raise standards</p> <p>Understanding of the need for inclusive quality community and family support services.</p> <p>Awareness of the roles and responsibilities of other agencies and professionals working with all children and families.</p> <p>Understand the issues faced by Surrey's diverse communities and barriers to inclusion.</p> <p>Knowledge of the importance of play and the developmental needs of children from birth to five years.</p>	<p>Application Form</p> <p>References</p> <p>Interview</p> <p>Tasks during interview day</p>
Disposition, adjustment and attitude	<p>Ability to work, empathise and communicate effectively with all sections of the community.</p> <p>Ability to use solution focused approaches and motivational interviewing techniques.</p> <p>Ability to manage difficult conversations and complex situations.</p> <p>Ability to deliver family focused activities.</p> <p>Understanding of the need to attend professional supervision.</p> <p>Model outstanding practice and engage in self-reflection</p> <p>The ability to review, analyse and evaluate your own practice</p> <p>Demonstrate self-awareness and resilience</p>	<p>Application Form</p> <p>References</p> <p>Interview</p> <p>Tasks during interview day</p>

	<p>Be inspiring and influential The ability to be persuasive and assertive Be organised, self-disciplined, reliable, conscientious and honest The ability to plan and prioritise a range of regular and irregular tasks within specific deadlines</p> <p>The ability to work effectively as part of a team Able to work skilfully and effectively with others The ability to demonstrate 'emotional intelligence' Be open with children, parents and staff and to have sympathy for what concerns them</p>	
Practical and intellectual skills	<p>Excellent communication, interpersonal, and organisational skills Patience, confidence to manage situations calmly Competent IT skills</p>	<p>Application Form References Interview Tasks during interview day</p>
Circumstances and training	<p>A willingness to undertake flexible work patterns including weekends and evenings when required. A willingness to attend training courses as required. Full driving licence and use of car.</p>	<p>Interview, application form, references</p>