

Job Description	
<b>Job Title</b>	Family Support Worker
<b>Salary Range/Grade</b>	J with London Weighting
<b>Job Location</b>	Elmbridge
<b>Hours Per Week</b>	37 within the hours of 8.30am-6pm
<b>Reports To</b>	Senior Family Support Worker
<b>Responsible For</b>	N/A
<p><b>What positive impacts will this position have on children, young people and families?</b></p> <p>As the Lead Provider for Family Centres &amp; Family Resilience Services in the Elmbridge Borough We provide support to children, young people, adults and families aged 0 to 18 years and up to 25 years SEND (Special Educational Needs and Disability) on behalf of Surrey County Council. You will work as part of a team and 1-1 with the children, young people, adults and families in their homes and in travelling to various community venues including education establishments to support them to identify their strengths and build on those to develop family resilience, working with not doing to.</p>	
General Description	
Task	
<ul style="list-style-type: none"> <li>• To work with families and other agencies to assess, provide and co-ordinate interventions to meet identified support needs of families with children, young people and adults aged 0 - 18 years and up to 25 years SEND, either in their home, at the centre and travelling to in and out of area schools and community venues</li> <li>• To facilitate and deliver support and interventions which improve parental capacity and family relationships for families with children, young people and adults aged 0-18 years and up to 25 years SEND</li> <li>• Working under the guidance of Senior Family Support Workers ensuring appropriate management oversight is sought at all times.</li> <li>• To facilitate and deliver support which will build effective family resilience as outlined within Effective Family Resilience Surrey guidance. This will include the facilitation or supporting the facilitating of groups.</li> <li>• Always keeping the child safeguarded in all plans and actions. To contribute to the learning culture that centres on the child's voice and lived experiences, analysing and reflecting in all activities.</li> <li>• Working within Spurgeons and the Local safeguarding Children's Board policies and procedures delivering quality safeguarding practice in all duties, consistently applying safeguarding in all reporting, monitoring and actions</li> <li>• To develop and maintain effective partnership working with parents with a commitment to safeguarding and promoting the welfare of children and young people.</li> <li>• You will hold a full caseload and complete all required reporting and duties to ensure targets are met in line with Commissioners KPI's. Fully utilising all resources to meet caseload timelines and recording requirements.</li> </ul>	

## Job Description & Person Specification

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| <ul style="list-style-type: none"><li>• To demonstrate commitment to the role by taking responsibility for your professional conduct &amp; practice, CPD and fully utilising reflective supervision to enhance your practice and self-development</li></ul>  |
| <ul style="list-style-type: none"><li>• To participate in the wider Family Centre service with a particular emphasis on targeted vulnerable families to engage actively with the service across the whole borough.</li></ul>   |
| <ul style="list-style-type: none"><li>• To work in partnership with the Early Help Hub and CSPA to support the identified needs of 0–18-year-olds and up to 25 years SEND and their families within Elmbridge.</li></ul>   |
| <ul style="list-style-type: none"><li>• You will be available to meet the service provision which is available 8.30am – 6pm and your hours of working will reflect this within your contacted hours. At times evening and weekend activities will be facilitated to meet the family's needs.</li></ul>               |
| <ul style="list-style-type: none"><li>• Following policy and procedure when handling or passing over grant funding, vouchers and resources being used to support a family's needs. Recording data and insights as required.</li></ul>  |
| <ul style="list-style-type: none"><li>• To participate and be involved in all organising functions in any community and enrichment activities made available to the children and families, this will include school holiday activities and other ad hoc visits and trips wherever it is offered in Surrey.</li></ul> |
| <ul style="list-style-type: none"><li>• Under the service contract you may at times be required to hold caseload from other districts within Surrey, you will travel to families in other areas of Surrey.</li></ul>   |

<p><b>What you will have achieved by month 3</b></p>	<ul style="list-style-type: none"> <li>• Induction completed including Spurgeons SLS training and Commissioners' required training</li> <li>• Case holding (minimum 25% of expected case load)</li> <li>• Receiving supervision - clinical, personal and casefile</li> <li>• Beginning to work within the policies, procedures and organisational values</li> </ul>
<p><b>What you will have achieved by month 6</b></p>	<ul style="list-style-type: none"> <li>• Completed probationary review and be up to at least 80%-100% required caseload</li> <li>• Fully understand and work within policies and procedures, and reflecting the organisational values in all duties</li> <li>• Fully embedded within the team and contributing at team training and meetings.</li> </ul>
<p><b>What you will have achieved by month 12</b></p>	<ul style="list-style-type: none"> <li>• Carrying 100% caseload</li> <li>• Established role &amp; position within the team including involvement with groups and community services</li> <li>• Confident and able to model appropriate standards of practice</li> <li>• Completion of 'Have your say' and appraisal,</li> <li>• Demonstrating professional development of self and others.</li> </ul>

Type	Description	Essential/ Desirable
<b>Qualification(s)</b>	<ul style="list-style-type: none"> <li>NVQ level 3 qualification in Childcare or equivalent in the Childcare or Youth Work sector and prepared to work towards level 4</li> <li>English grade C or above</li> <li>Level 2 qualification in Youth Work</li> </ul>	<p><b>E</b></p> <p><b>D</b></p> <p><b>D</b></p>
<b>Professional Registration</b>	<b>N/A</b>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Professional experience of engaging in family support with vulnerable families with children 0-18 years +</li> <li>Experience of working within a multi-agency team, interagency settings and Early help processes</li> <li>Experience of supporting children, young people and families in their homes and in community venues.</li> <li>Experience of facilitating group sessions, family support and parenting courses</li> <li>Practical experience in identifying innovative ways to engage with hard-to-reach families</li> <li>Demonstrable experience of working with children and young people up to 18 years</li> <li>Working knowledge and experience of SEND when supporting children, young people and adults</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Proficient IT skills including casefile recording using electronic systems, collating &amp; sharing data, using electronic diaries and workload planning</li> <li>Excellent attention to detail</li> <li>Excellent time management &amp; organisational skills</li> <li>Excellent interpersonal &amp; communication skills effective in a variety of settings and range of people including young children.</li> <li>Effective relationship building skills to gain commitment, confidence and trust</li> <li>Ability to respond to direction &amp; change</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of Child Development and the impact on children from issues such as domestic violence, substance misuse and parental mental health</li> <li>A working knowledge of The Children Act 1989; The Children Act 2004; Education Act 2002; Data Protection Act 2018; Working Together to Safeguard Children 2018; Information Sharing guidance; <a href="http://cse-toolbox.uk/">http://cse-toolbox.uk/</a>; SEND Code of Practice; Keeping children safe in education.</li> <li>Child protection and safeguarding issues, including Safeguarding and Child Protection policies, procedures and systems</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>

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	<ul style="list-style-type: none"> <li>• An Outcomes based approach to measuring performance and its application in services for children.</li> <li>• Awareness of Health &amp; Safety practice in Family Support work (e.g. Lone Working best practice) The Data Protection act in relation to working with Children families and multi-agency working. Equal opportunity and diversity in assessing and responding to the needs of children and families</li> <li>• Knowledge of challenges affecting children, young people and families living in Surrey</li> </ul>	<p>E</p> <p>E</p> <p>E</p>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Valid driver's licence</li> <li>• Daily access to a car for work purposes</li> <li>• Ability to travel to families wherever they are based</li> <li>• Must be flexible to out of hours working evenings and weekends</li> </ul>	<p>D</p> <p>D</p> <p>E</p> <p>E</p>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Approachable</li> <li>• Articulate</li> <li>• Collaborative</li> <li>• Committed</li> <li>• Confident</li> <li>• Conscientious</li> <li>• Continuous learner</li> <li>• Good listener</li> <li>• Persistent</li> <li>• Personable</li> <li>• Proactive</li> <li>• Organised</li> <li>• Reliable</li> <li>• Self-motivated</li> <li>• Team player</li> </ul>	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>

## What We Expect From You

### Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



### Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

### Safer Recruitment & Employment Policy:

As part of Spurgeons Safer Recruitment & Employment Policy, any appointment to this role will be subject to the completion of a DBS application and obtaining satisfactory references.

### Equal Opportunities for All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.



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