

## Job Description and Person Specification Family Support Worker - Redhill

<b>Location Redhill</b>	<b>Hours per week 35</b>	<b>Salary scale NJC Scale Point 22 £33,666</b>
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<b>ROLE AND PURPOSE</b>	<p>To provide focused 1-1 and group targeted support for families with children and young people aged 0-19 years old (up to 25 years for young adults with additional needs).</p> <p>The role includes (but is not limited to) working directly in family homes or in the family centre to provide advice on parenting, boundaries, decision-making, managing challenging behaviour and to ensure <b>safeguarding</b> of children, young people, and adults, following Welcare's policies.</p> <p>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 to enable children and families to achieve and improve outcomes.</p> <p>The work is challenging but helping a family achieve change is a huge reward. However, a commitment to families isn't enough, your support needs to enable sustained change for families, and you must have the ability to keep accurate timely records and to follow policy and documentation procedures.</p>
<b>ACCOUNTABILITY</b>	The post holder is accountable to, and line managed by, the Family Centre and Family Resilience Manager who is responsible to the Chief Executive for the professional delivery of the service and the performance of agreed duties.
<b>PARTNERSHIP WORKING</b>	Collaborate with other professionals and agencies such as GPs, health visitors, schools, social workers, police and local authority services, to provide comprehensive, integrated support for families.
<b>KEY RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Manage a case load of 12–15 families working in partnership with agencies to provide integrated and planned interventions, giving advice, information, and practical and emotional support to families.</li> <li>• Undertake direct work with children and their families who are assessed as requiring help and support, both at the centre, in the community and in the home environment for emerging need and targeted services, offering timely support and interventions to address identified needs.</li> <li>• Provide support for the family, using a variety of interventions including the Team Around the Family (TAF) model, motivational interviewing, solution focused approaches and accredited parenting strategies.</li> <li>• 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.</li> <li>• Plan, deliver and evaluate targeted services within the Family Centre and community venues.</li> <li>• Deal effectively with challenging situations and the ability to be proactive to motivate and create change with complex family situations.</li> <li>• Maintain timely and accurate case notes using the EHM case management system.</li> </ul>

	<ul style="list-style-type: none"> <li>Follow all relevant policies and procedures including safeguarding, record keeping, health and safety, data protection, equality diversity and inclusion, etc.</li> </ul>
<b>TERMS and CONDITIONS</b>	<ol style="list-style-type: none"> <li>Competitive salary linked to the NJC scales</li> <li>6 weeks' annual leave and 2 additional bank holidays each year</li> <li>Pension contribution</li> <li>Employee Assistance Programme</li> <li>Training and continual professional development</li> <li>Individual and group learning opportunities</li> <li>Hours of work: 35 hours per week.</li> </ol>
<b>DATE REVISED</b>	July 2026
<b>JD REFERENCE</b>	Family Support Worker (Redhill)

**Please see person specification below**

## PERSON SPECIFICATION

**Job Title:** Family Support Worker

**Grade:** NJC scale point 22

**Location:** Welcare East Surrey Office – Redhill

### ATTAINMENTS AND EXPERIENCE

- Level 3 qualification in a relevant field or obtained through significant recent work experience
- Professional experience in a relevant professional area with families and children.
- Demonstrable knowledge base regarding relevant legislation and resulting practice/procedure issues in family support services.
- Secure knowledge of Surrey Safeguarding Procedures and the Continuum of Support and a willingness to be trained in the role.

### SKILLS

- Thorough knowledge and experience in child protection, safeguarding, and providing family support.
- Proven ability to work effectively with key stakeholders and external agencies.
- Strong communication skills to work effectively with children, young people, families, and professionals.
- Thorough knowledge of children and family services including relevant legislation, policies and procedures relating to working with children and families
- Strong focus on the needs of children and families and the ability to listen to and understand these needs to ensure excellent services are provided.
- Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships.
- Proven IT skills and able to use technology to be effective in the role.
- Ability to prioritise and plan and make best use of personal resources in achieving performance objectives

### WORK ATTITUDES

- Self-motivated and confident
- Good communicator
- Aware of boundaries, limitations and accountability
- Able to work on own initiative and as part of a team
- Commitment to working in partnership with children and families to build resilience and independence
- Personal Resilience
- Passion, compassion, understanding, and an open-minded approach to supporting families with complex needs.
- Flexible approach to working which prioritises the needs of children and families
- Empathy with Welcare's Christian value base

### CIRCUMSTANCES

- Willingness to travel around the borough to meet the demands of the role
- Satisfactory enhanced DBS clearance is required.
- Full clean driving licence and access to a vehicle for work purposes.