

**Job Description****Social Services**

Post Title	Family Support Worker – Community Hub		
Post Number	BG01419 / BG08319	Grade	6
Base	Community Hub	Hours of Work	37
Car User Allowance	Essential	Disclosure	Enhanced
Contact	Ruth Parry	Updated	01.06.2014

Principal Job Purpose

Responsible to: Integrated Family Services Team Leader

Responsible for: To meet the Families First aims and objectives and health needs of vulnerable children ages 0-18 and their families, living within the Community Hub areas. This will encompass a partnership approach with parents and other professionals.

Principal Accountabilities

1. To work as part of a team to deliver high quality family support services to meet individual needs and improve outcomes.
2. To actively participate in the delivery of the Families First outcomes at individual group, family and community level.
3. To act as key worker to meet client needs in the following areas:
 - tackling worklessness;
 - improving parenting and developing parent's skills;
 - tackling basic skills deficits and referring appropriately;
 - encouraging play and family activity;
 - debt and financial management;
 - supporting education agenda by assisting in initiatives to raise attendance and attainment;

- tackling health issues, including sexual health; and
 - delivery of motivational programmes, e.g. STEPS, motivational interviewing, etc.
4. To deliver group sessions to support individual family needs, e.g. language and play, number and play, parenting and STEPS programmes, as directed by the Integrated Family Services Team Leader, crèche support.
 5. To chair Team Around the Family meetings ensuring Family Support Plans are outcome based, created in partnership with families in line with Families First guidance.
 6. To ensure inclusive practice in relation to vulnerable families including children with disabilities.
 7. Using Family Support packages to empower parents to develop positive parenting strategies via delivery of individual support / Parenting Programmes, etc., plus signposting to other projects within the Borough to deliver appropriate outcomes for families.
 8. To ensure all case files are kept up to date in line with Safeguarding Guidelines.
 9. To be available to work in the evenings and weekends in order to meet the families needs.
 10. To undertake clerical duties, as required by the Co-ordinator and Team Leader and to include collecting appropriate data for the Families First database.
 11. To attend appropriate training as and when required.
 12. To have a sound knowledge of the All Wales Safeguarding procedures and UNCRC.
 13. To ensure that all aspects of project work include participation with children, young people and their parents.
 14. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
 15. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial

	Assessment Method				
	Essential / Desirable	App. Form	Interview	Assessment	Probationary Period
1. Qualifications & experience					
Qualifications/relevant experience					
<ul style="list-style-type: none"> A relevant Level 3 professional qualification in Early Years, Health, Education, Playwork e.g. CCLD, NNEB, EYCE, CACHE and a recognised level 3 Childcare qualification e.g. NVQ, CCLD, CACHE 	Essential	✓			
<ul style="list-style-type: none"> Qualified to the deliver Language and Play Programme 	Desirable	✓			
<ul style="list-style-type: none"> Qualified to deliver the Incredible Years Parenting Programme/STEPS/ Motivational interviewing 	Desirable	✓			
<ul style="list-style-type: none"> Qualified to deliver Parentline Plus Programme 	Desirable	✓			
<ul style="list-style-type: none"> First Aid 	Desirable	✓			
<ul style="list-style-type: none"> IT Skills 	Desirable	✓			
Other experience					
<ul style="list-style-type: none"> Experience of working with children and young people aged 0-19 years of age and working with children and families on a one to one basis in a community setting. 	Essential	✓	✓		
<ul style="list-style-type: none"> Experience of delivering Early Years services/programmes to children and their families 	Essential	✓	✓		
<ul style="list-style-type: none"> Experience of parenting/behaviour management work. 	Essential	✓			
<ul style="list-style-type: none"> Experience of multi-agency partnership work. 	Essential	✓			
<ul style="list-style-type: none"> Experience of working with “hard to reach” families. 	Desirable	✓			
<ul style="list-style-type: none"> Experience of delivering the Incredible Years Parenting programme 	Desirable	✓			
Knowledge/Skills					
<ul style="list-style-type: none"> A good working knowledge of child protection procedures, information sharing and tiers of intervention. 	Essential	✓	✓		

• A sound working knowledge of legislation, guidance and standards related to support services for children, young people and their families including the JAFF/ Team Around the Family Model.	Essential	✓	✓		
• A good working knowledge of Webster Stratton Parenting or other parenting programmes	Desirable	✓			
• Having an avid interest in providing activities to ensure children reach their full potential.	Essential		✓		

2. Special Requirements

	Essential	Desirable
• Full driving license and access to a car for work purposes.	✓	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Assessment	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓		✓	✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary	✓			✓
	Sees tasks through to completion whenever possible	✓			✓
	Seeks help if workload becomes unmanageable	✓			✓
	Uses initiative to report issues that arise that impact on others	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Assessment	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved			✓	✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge			✓	✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Assessment	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service			✓	✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Assessment	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Assessment	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand	✓			✓
	Makes sure that people are regularly informed	✓			✓
	Uses appropriate language, gestures and tone when talking with others	✓			✓
	Checks others have understood & seeks advice when necessary	✓			✓
	Actively seeks to improve all forms of communication with others	✓			✓
	Communicates professionally by using formal channels appropriate to the situation	✓		✓	✓