

# Role Profile



<b>Reference Number</b>	MUL151
<b>Role Title</b>	Family Support Worker II
<b>Directorate</b>	Multiple
<b>Department</b>	Multiple
<b>Reports to</b>	Team Manager

## Role Purpose

To support families and parents to address issues, empowering and enabling them to make positive changes that deliver the best outcomes for their family and children, and to reduce the risk of a need for greater intervention. As an experienced Family Support Worker, the role will work directly with families and parents, managing a caseload of families that have been referred by Social Workers or other professionals.

## Accountabilities

- Undertake tailored assessments relating to families and parenting, in accordance with relevant assessment processes and protocols, to identify areas of concern and inform support planning.
- Develop interventions and support plans for families to meet their assessed needs, so that appropriate support can be put in place that will enable and empower families to address issues and reduce risks or problems. This will involve the use and tailoring of existing accredited programmes and resources, as well as developing new resources.
- Build constructive, professional relationships with families, and take a person-centred approach to encourage the family's participation in activities and ensure that families are empowered to make positive changes and participate in developing a family action plan.
- Provide advice, support and guidance to families, and work directly with them on issues (such as parenting skills, child behaviour and development, emotional and mental health, family conflict, and home management), to enable parents and families to address challenges and achieve the best outcomes for the family.
- Deliver evidence-based parenting programmes, facilitating group and individual sessions that promote parents' knowledge, skills and resilience, and enable them to better cope with family pressures.
- Signpost and refer families to other statutory agencies and services such as those in the voluntary and community sector, so that families understand what wider support is available to them.
- Communicate with and provide a link between the family and other statutory services, including leading Team Around the Family meetings, to ensure that the support for the family is co-ordinated and holistic.
- Write reports in accordance with defined requirements and provide input regarding supported families to decision making bodies (including court hearings) where required, to ensure accurate and relevant input to evaluations of progress made and decision-making that affect a family's future.
- Recognise risk and safeguarding issues, escalating issues to more senior colleagues to ensure that situations are addressed at the earliest possible opportunity.
- Maintain accurate case records in line with national and local policies and requirements, to ensure information is accessible and auditable.

## Knowledge / Skills / Experience required

- Diploma in relevant discipline relating the children and families, or equivalent.
- Knowledge of statutory framework and legislation relevant to family support, including assessment frameworks.
- Knowledge of policies, processes and procedures relating to family support, and understanding of best practice.
- Understanding of issues and factors that contribute to poor outcomes for families and children.
- Knowledge of child development, family dynamics and childcare practice, as well as methods for managing challenging behaviour.
- Experience of working with children, young people and families.
- Experience of undertaking assessments and delivering targeted and tailored support interventions.
- Experience of delivering parenting programmes.
- Ability to prioritise own work and managing own time effectively.
- Ability to establish effective relationships with families.
- Ability to communicate clearly, using empathy and understanding.

## Dimensions of role

- This role does not have any management or supervision requirements but may provide support to junior colleagues.
- This role does not have any budget management requirements.
- Planning will typically be over days and weeks, focused on a caseload.

## Notes

Date:	01/02/2021
Working Conditions:	<ul style="list-style-type: none"><li>• As a mobile worker visiting service users, a working day will include some walking and standing, but with the ability to vary and control this.</li><li>• Work entails home visits, where there is potential exposure to unpleasant environments, such as smoke, dirt, unpleasant smells, and hazardous substances. There is limited ability to control this exposure.</li><li>• In working with vulnerable members of the community, the role will need to maintain composure and concentration in spite of sometimes challenging circumstances and behaviour.</li><li>• The role holder will be exposed to upsetting cases and sometimes witness distressing or traumatic circumstances as part of the job, though this may be witnessed more indirectly and be less severe cases/circumstances than those experienced by qualified Social Workers.</li><li>• The role holder may have to deal with confrontation, conflict, hostility and challenging behaviour from service users and their families.</li></ul>
Working Arrangements:	<ul style="list-style-type: none"><li>• The role may be required to work outside of normal office working hours.</li></ul>