

JOB SPECIFICATION

Job Title: Senior Family Support Worker

Location: TBC

Responsible to: Family Support Service Manager

Key purpose of the job:

- To support the delivery of the Family Support Service across a District ensuring the service delivers time-limited, targeted support that has a positive impact on families.

Key Duties and Accountabilities:

Access and delivery of services by children and families

1. To actively support equality, diversity and inclusion throughout the services available to families and observe InspireAll's Equal Opportunities Policy at all times.
2. To actively promote good multi-agency working at all times with a variety of statutory and voluntary organisations. To promote and encourage referrals from/to partner organisations as part of the step-up and step-down processes to ensure families are supported via the more appropriate resources.
3. To contribute to partnership networks to ensure an integrated approach that supports positive family outcomes. To support the inclusion of parents' voice and ensure parents have the opportunity to feed into the service development.
4. To hold a caseload of the most complex/hard to engage targeted families. To plan creative responses to families' needs and deliver family support interventions and activities in the home and community, using various evidenced-based parenting models and programmes, individually and/or in groups. To support Family Support Workers as necessary.
5. To have the ability to take the lead on the planning, facilitation and evaluation of parenting programmes and domestic abuse awareness programmes, and to support less experienced team members.
6. To undertake any other duty as required by the Team Leader commensurate with the post.
7. To work flexibly in order to meet the needs of the service, showing commitment to working across all InspireAll Family Centres as required to share skills and knowledge. Due to the nature of this work the post holder may be required to work occasional weekends, early mornings and evenings, with time off in lieu given accordingly.
8. To liaise and communicate with the Early Help Team.

The quality of practice and service

1. To ensure the Family Support Team is delivering services that are planned to deliver high quality interventions that meet family's needs and that work to contributing to the Family Centre key performance indicators and the Hertfordshire Outcome Bees.
2. To ensure that all data shared is handled in an appropriate manner in line with GDPR guidance. Support team members with GDPR regulations compliance.
3. To assess the needs of targeted families referred for support and draw up actions plans, in collaboration with families, with agreed targets. Measure progress against these targets using agreed tools, e.g.: Family Outcome Star; Graded Care Profile and Families First Assessment; taking the role of lead professional or Team Around the Family (TAF) member as appropriate. To support Family Support Workers, with the use of these tools, as directed by Team Leader.
4. To produce high quality summary reports at the conclusion of any parenting intervention with analysis of the impact on the outcomes for the child. When requested by the Team Leader, offer support to less experienced members of staff to produce high quality reports.
5. To ensure a working knowledge of InspireAll's Quality Management System. To be responsible for keeping up-to-date with, and adhering to, all relevant policies, procedures and multi-agency working protocols related to the post; ensuring that the most up-to-date policies and forms are always used.
6. Ensure all families are given a warm welcome to the Centre and that the Centre's phone is answered in a positive, informative manner, referring on or signposting where necessary. To contribute to the general administration of the office.

Distributed Leadership

1. To be a positive role model to all staff with regard to accurate record keeping, time management and adherence to relevant policies regarding confidentiality and information sharing and take part in appropriate supervision.
2. Ensure that the team promotes an environment that safeguards and protects children in line with Hertfordshire Safeguarding Children's Board policies and procedures.
3. To support the development of the new Family Centre Service and Family Support Team through different phases of change. To positively embrace an ever-evolving environment taking opportunities to contribute to future developments; support staff who might find change a challenge.
4. To support the development of the district initiatives in pursuit of the Family Centre Service vision and outcomes; working actively alongside Public Health Nursing to deliver a comprehensive Family Centre Service. Ensure that Public Health messages are threaded through all programmes of work offered.
5. To attend meetings with the Team Leader and Deputy Team Leader to facilitate management, allocation and review of referrals. To attend Action and Impact meetings and Triage Panels as directed by Team Leader.
6. To contribute to the relevant Health and Safety arrangements in line with service delivery.

7. To support and work in collaboration with team members to ensure trackers are up to date and actioned. To ensure families’ details are entered onto the database and updated as necessary.

Professional Development

1. To maintain a knowledge of current research and latest developments in national policy and guidance in relation to parenting support and to disseminate this information to Family Support Team.
2. To attend relevant meetings and training to keep up to date with best practice and to support continuous professional development.
3. To maintain a knowledge of child development, parenting programmes, adult learning, group dynamics, group facilitation, health promotion, child protection and safeguarding.
4. To participate fully in InspireAll’s formal appraisal processes and be reflective and responsive to critical challenge, advice, feedback and direction as part of continuous improvement.
5. To be committed to continued professional development and Life Long Learning through regular supervision and training.
6. To positively embrace an ever-evolving environment, taking opportunities to contribute to future developments.

The duties and accountabilities detailed in this document describe the post as it is at present. The post holder is expected to accept any reasonable alterations to this job specification that may from time to time be necessary and as agreed with their line manager. This includes the natural development of the role and the post holder in the role.

Person Specification: Senior Family Support Worker

	Essential	Desirable
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Education/ Qualifications	Level 4 or above in a recognised professional qualification in health, education, childcare, social care or equivalent.	
Skills/ aptitudes	<ul style="list-style-type: none"> • Excellent verbal communication with groups and individuals. • Excellent planning, assessment and communication skills. • Computer literate. • Ability to keep accurate records. • Excellent administrative/ organisational skills. • Ability to work on own initiative and prioritise and organise workload. • Ability to work within the boundaries of own role and competencies, and to know when to refer appropriately. • Capacity for insight and reflection with the ability to learn from one's own experiences. • Ability to advocate for children and families, including children with special needs. • Have a flexible and responsive approach. • Excellent problem solving skills • Significant experience of case load management • Willingness to undertake continuous learning and development. • Enjoy working with children and their families. • Have a high level of confidence to work in sensitive situations. • Ability to motivate. • Innovative worker. • Autonomous worker. • Reliable and consistent. • Non-judgemental. • Able to take the lead facilitator role in parenting groups. • Ability to mentor staff members. • Able to establish respectful and enabling relationships with family members that aim to help them find solutions that will work for them. • Track record of engaging hard to reach families and building family resilience. 	<ul style="list-style-type: none"> • Counselling skills. • First Aid. • Basic Food hygiene. • Baby Massage. • Level 3 breastfeeding champion.

Relevant Experience	<ul style="list-style-type: none"> • A minimum of 3 years' experience of working with families and managing a case load of clients. • Experience of working with partners from different disciplines and agencies. Significant experience of home visiting, lone working and supporting children, young people and their families. Trained on Family Outcome Star, Early Help Module and Graded Care Profile. • Experience of supporting staff. • Experience of providing complex parenting interventions. • Experience of supporting children and/or families who have experienced domestic abuse. • Experience of offering antenatal and/or transition to parenthood support. • A good understanding of the Families First (FF) agenda. • Experience of attending Child Protection meetings. • Experience of facilitating evidenced based parenting programmes. 	<ul style="list-style-type: none"> • Experience of attending FF Action and Impact meetings and/or Triage Panels. • Experience of working in Children's Centres.
Knowledge	<ul style="list-style-type: none"> • A sound knowledge of Children's Centres. • Knowledge of the development needs of children and the challenges of parenting. • A good understanding of the issues that have an effect on the physical and mental health of children and their families. • Knowledge of parenting programmes. Recognition and understanding of the importance of safeguarding children. Awareness of need to maintain confidentiality. • Trained in My Baby's Brain. • Knowledge of the Toxic Trio and the impact of this on the outcomes for children. • Awareness of the Prevent Strategy. 	<ul style="list-style-type: none"> • Knowledge of the Early Years Foundation Stage. • Awareness of PEEP principles • Knowledge of Motivational Interviewing techniques. • Knowledge of the Healthy Children's Centre programme.

Special Features:

1. Flexibility in working arrangements to cover all sites used for services delivery.
2. This post will require you to work some early mornings, evenings and weekends.
3. Subject to enhanced disclosure clearance from the Disclosure and Barring Service and Annual Childcare Disqualification Declaration Form.

4. Must hold a full driving licence, business insurance and have access to a roadworthy vehicle that conforms to legislative requirements for work purposes.

Other factors affecting the post of Senior Family Support Worker

1.	Hours of Work:	39 hours per week												
2.	Grade:	5												
3.	Salary:	Circa £25,000												
4.	Notice Period:	As detailed in the Statement of Particulars												
5.	Holiday Entitlement:	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and includes the 8 bank holidays at present legislated for each calendar year.</p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 5 years continuous service with HL	34 days													
6.	Pensions choice:	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
7.	Location:	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	The Rehabilitation of Offenders Act 1974:	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	Other Duties:	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification.												
10.	Leisure Benefits:	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												