



JOB DESCRIPTION

Job Title Family Support (Tier 2)	
Department Family Work Team	Team
Reports to (Job Title) Deputy Service Manager	
Responsible for (number of supervisees) 0	Job Grade
Location Stafford	Contract Type Full Time

Purpose of the Job

To deliver an integrated approach to improve outcomes for young children and their families with a particular focus on Families in greatest need of support in order to reduce inequalities in three key areas:

- Child development and school readiness
- Parenting aspirations, self-esteem and parenting skills
- Child and family health life choices

A quality service offer for all will be accessed through:

- A committed Family Support Provision
- Information, advice and guidance
- Good universal service offer in their local community
- Effective Early Help intervention
- Protection for the most vulnerable

Main duties and responsibilities

- To Act as a single point of contact (Key Worker) and work with families referred using the Early Help Assessment and Outcomes Star to agree short, medium and long term goals
- To liaise with the commissioner when appropriate
- To attend quarterly review meetings when requested
- To complete all data requirement and project monitoring to ensure targets are achieved
- To develop the service to improve performance where necessary

- Work with each family to the agreed timescales (12 weeks approximately)
- Co-ordinate the delivery of actions agreed by the family and practitioners involved in the Family Plan and to ensure that Families receive an effective, integrated service that is regularly reviewed
- Act as the lead at professionals meetings when required
- Monitor regularly and review every 6 weeks
- To deliver and evidence identified outcomes

Role:

- To work to support a full caseload of approximately 15 families
- To provide an outreach service to the above families
- To be available and to encourage and support families referred to the service to engage with:
 - Voluntary Sector support services
 - Other universal services/professionals
 - YMCA services
- To keep accurate and up-to-date records of all case referrals using the appropriate paperwork to include:
 - Early Help Assessment
 - Notes on all contact made with individual family members and other workers
 - An agreed action plan to be shared with parents and other professionals
 - Changes made to the agreed Action Plan
 - Outcome Star
 - Evidence of work undertaken with any family member by an outside agency or provided by the Key Worker
 - Client feedback
 - Service Evaluation
 - Formal monitoring and evaluation processes
- To liaise with referrer
- To attend all appropriate and necessary meetings in relation to each case.
- To work within the guidelines/service specification laid down by the Service Contract.
- To organise and monitor attendance for all referred cases
- To undertake any other duties necessary in order to fulfil the service remit.
- To support the role of the Data Officer in up-dating the project monitoring and case files

Additional Requirements:

- Own transport required
- Motivation and resilience to succeed in challenging situations
- Local knowledge of support and development agencies within the project area (in particular Children's Centres)
- Health and safety is a key aspect of all jobs and it is vital that everyone takes responsibility for promoting the health, safety and security of themselves, clients and colleagues.
- To attend appropriate training and development events
- To attend team meetings and work as part of the Family Work Team (Hanley Office)
- To attend and prepare for supervision sessions
- To ensure all work is completed to meet all deadlines
- All staff are expected to demonstrate YMCA behaviours and values
- Staff are required to effectively contribute to their Personal Growth and Development Plan.

Person Specification:

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Min L3 qualification in childcare, social care, youth work. • Working towards NVQ L4 (Working with families) or equivalent in education, health, social care or community development • Enhanced DBS 	<ul style="list-style-type: none"> • Safeguarding Level 2 (Safeguarding Children’s Board Training) • Other relevant training (eg. Domestic abuse, substances misuse, FGM, CSE • BRFC Key Worker Trained • Outcome Star Trained
Experience	<ul style="list-style-type: none"> • Experience of working within a team • Experience of recording and monitoring interventions 	<ul style="list-style-type: none"> • Candidates with experience at working with and supporting families • Experience of undertaking the lead role in the Early Help Assessment Process • Experience of working with Statutory Agencies (schools, Children’s Centres, Healthcare professionals)
Skills and Knowledge	<ul style="list-style-type: none"> • An understanding of evidenced based interventions • A good understanding of child development • A sound knowledge of local services • Excellent communication skills • Excellent organisational skills • Being able to challenge effectively • Be able to have the flexibility to work creatively • Good listening skills • Professional and determined approach • Resilient and calm approach • Good IT skills 	
Other Issues	<ul style="list-style-type: none"> • Current and full driving licence and to have access to own vehicle • The ability to work weekends and unsocial hours as needed 	