



## **JOB DESCRIPTION**

Job Title <b>Family Support (Tier 2)</b>	
Department <b>Family Work Team</b>	Team
Reports to (Job Title) <b>Deputy Service Manager</b>	
Responsible for (number of supervisees) <b>0</b>	Job Grade
Location Stafford	Contract Type Part time – 22.5 hours per week Temporary until March 2021

### **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 8-10 families (active cases)
- 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:**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Min L3 qualification in childcare, social care, youth work or experience of working at a Tier 2/3 level as described in the Local Authority guidance (*link below).</li> <li>Working towards NVQ L4 (Working with families) or equivalent in education, health, social care or community development</li> <li>Enhanced DBS</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding Level 2 (Safeguarding Children's Board Training)</li> <li>Other relevant training (eg. Domestic abuse, substances misuse, FGM, CSE)</li> <li>BRFC Key Worker Trained</li> <li>Outcome Star Trained</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working within a team</li> <li>Experience of recording and monitoring interventions</li> </ul>	<ul style="list-style-type: none"> <li>Candidates with experience at working with and supporting families</li> <li>Experience of undertaking the lead role in the Early Help Assessment Process</li> <li>Experience of working with Statutory Agencies (schools, Children's Centres, Healthcare professionals)</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>An understanding of evidenced based interventions</li> <li>A good understanding of child development</li> <li>A sound knowledge of local services</li> <li>Excellent communication skills</li> <li>Excellent organisational skills</li> <li>Being able to challenge effectively</li> <li>Be able to have the flexibility to work creatively</li> <li>Good listening skills</li> <li>Professional and determined approach</li> <li>Resilient and calm approach</li> <li>Good IT skills</li> </ul>	
<b>Other Issues</b>	<ul style="list-style-type: none"> <li>Current and full driving licence and to have access to own vehicle</li> <li>The ability to work weekends and unsocial hours as needed</li> </ul>	

\* [https://proceduresonline.com/trixcms1/media/3666/stoke-on-trent-and-staffordshire\\_threshold\\_document\\_october\\_2019.pdf](https://proceduresonline.com/trixcms1/media/3666/stoke-on-trent-and-staffordshire_threshold_document_october_2019.pdf)