

Job Description and Person Specification

Job title:	Family Support Worker
Directorate:	People
Service:	Children & Family Services
Team:	Family Safeguarding
Post number:	
Salary grade:	F-G
Work location:	Turnhams Green
Reports to:	Team Manager
Supervises:	n/a

Job Purpose

To assist social workers with assessments and support children families in need and/or risk of harm.

Structure Chart



Main Duties and Responsibilities

- To support families and children in need of support or protection by undertaking targeted pieces of direct work as advised by the managers
- To provide accurate and timely contact reports to inform social work assessment and care proceedings
- To attend relevant meetings and discussions required within your role
- To lead or participate in direct work with children, young people and families, providing proactive and effective support
- To immediately report any concerns arising from direct work with families to the allocated social workers and managers
- To undertake direct observations with families as required, to inform SW assessments
- To hold own Child in Need cases with Social Work oversight

Main Duties and Responsibilities

- To ensure effective communication and liaison with partner agencies, service providers and colleagues and with other teams
- To maintain and write records for young people and families in accordance with departmental policy
- To participate in multi-disciplinary Group Case Supervision
- To participate in staff meetings, training, supervision and your own continuous professional development
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity
- To recognise that health and safety is the responsibility of every employee, to take reasonable care of self and others and to comply with WBC Health and Safety policy and any service specific procedures/ rules that apply to this role
- To undertake additional duties as required by the management within the Children and Families Service Directorate

Scope (impact on/control of resources, people, money ect)

The post holder will work in the context of relevant legislation and West Berkshire Council policy and procedures.

The department is part of the Communities Directorate and effective working depends on interagency working with education, health and other relevant agencies.

The postholder will have regular contact with service users and their carers and departmental staff including service managers.

Person Specification

Qualifications	Essential/ Desirable	Internal Use Only
NVQ3 or above or A level equivalent education	E	1
Project Management qualification	D	1
Experience		
Experience of working with children/young people and their families.	E	1
Experience of working with children/young people and their families where there is a child with a disability	E	2
Experience of developing a service for Children and Families	D	1
Experience and ability in dealing with complex situations involving children/young people, families and workers.	D	2
Knowledge and understanding		
An understanding of good practice in work with children and families	E	1
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Negotiation skills	E	3
Clear communication skills.	E	4
Good written and report writing skills	E	5
Creative thinking.	E	6
Problem solving.	E	7
Ability to work alongside other agencies and develop the service with Health, Education and Transport.	E	8

Ability to present information to senior managers and give clarity to the service and its impact for families	E	9
Ability to use own initiative and work as part of a team, make decisions within agreed limits.	E	10
IT competent and able to use the RAISE or equivalent system	E	11
Ability to develop respectful relationships with young people and their	E	12
Ability to support people in distress/crisis	E	13
Ability to review children and their families in relation to Personal Budgets and Direct Payments.	D	1
Ability to write clear comprehensive and legible reports.	D	2
Work-related personal qualities		
Commitment to person centred practice	E	1
Ability to liaise with a range of colleagues and professionals.	E	2
To attend training that is relevant to the post ie project management	E	3
Working hours will need to be flexible.	E	4
Need for flexibility in fulfilling job and requirements and in the evolving nature of the job.	E	5
Willingness to use supervision and training to improve practice.	E	6
Understanding of team work	E	7
Ability to work calmly under pressure.	E	8
Ability to prioritise own workloads and to recognise own coping	D	1
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	1
Enhanced DBS check with relevant barred list/s	Yes	n/a
Car driver/daily use of a car.	E	3
Politically restricted post?	No	n/a