# ROLE SUMMARY

**Job Title: Family Support Worker**

**Reporting to: Family Support Team Leader**

**Updated:**

**All staff must implement and comply with Halifax Opportunities Trust policies and procedures including Health & Safety, Safeguarding, Equal Opportunities and Confidentiality**

The role covers five main areas of responsibility:

* ***Development and delivery of services*** to work with a delegated caseload of families, supporting children and families with complex issues, including assessing need. Planning and achieving positive outcomes for children and families
* ***Financial Activities*** delegated responsibility for finance whilst following Finance procedures
* ***Information Management*** *t*o provide effective communication and collection of data and evidence
* ***Partnership Working*** to liaise with colleagues and professionals in other agencies
* ***Assets*** to assist with the responsibility towards the Children’s Centre/Nursery security, resources and equipment

## Responsibilities

***Key Results Area One: Development and Delivery of Services***

* To visit individual parents and families at home, as well as groups of parents, to listen to their requirements and inform them of services, groups and projects that the Children’s Centre can provide
* To signpost children and families to other services as appropriate
* To support and encourage the participation of ‘hard to reach’ parents, (e.g. ethnic minority groups, asylum seekers, lone parents and teenage parents, fathers)
* To attend and participate in court proceedings, case conferences and child care meetings, as required
* To work under the Early Intervention Assessment Framework and act as Lead Professional
* To use the resources of the Sure Start Children’s Centre team to respond effectively to the needs of parents and children
* To contribute to the development of both centre based and outreach programmes
* To contribute to the evaluation of the service
* To undertake such other duties as may be required, appropriate to the post
* Provide culturally sensitive support to the wider team
* Adhere to and complete risk assessments
* Assess, and identify need. Plan, develop and implement packages of care to meet the needs. To take on the role of key worker with families and children, case working under the supervision of the Family Support and Outreach Manager working directly with all family members
* Deliver evidence based parenting programmes, being sensitive to specific needs of the community and individuals in order to promote positive parenting
* To be responsible for using initiative when making day to day decisions regarding the welfare of children and families, in consultation with Family Support and Outreach Manager
* Delegated responsibility to co-ordinate an efficient response system to referrals to the Children’s Centre Family Support and Outreach team
* To understand Health & Safety issues, and to act appropriately should areas of concern arise, in line with the Children’s Centre Health & Safety policy and procedures
* To understand child protection issues, and to act appropriately should areas of concern arise, in line with the Children’s Centre safeguarding policy and procedures

#### Key Results Area Two: Financial Activities

* Manage delegated budget and petty cash

#### Key Results Area Three: Information Management

* To maintain up-to-date, detailed records, and write reports and letters, as required
* Chair, attend and contribute at team meetings, sharing knowledge and experiences to develop a learning community
* To contribute to the evaluation of the service
* Effective and efficient use of the Cezanne HR system

***Key Results Area Four: Partnership Working***

* To work with children and families in a flexible way to meet their assessed needs
* To undertake joint collaborative working with other agencies, to engender a holistic approach to meeting the family’s needs. To liaise with colleagues and professionals in other agencies, as required

***Key Results Area Five: Assets***

* Maintaining records of work
* Access to confidential records/information
* Contribute to the security of the building and its contents
* To maintain confidentiality in all aspects of work
* Access to confidential data and information
* Delegated responsibility for the monitoring and safekeeping of mobile phones, laptops, camera’s, diaries and ID badges used by reporting staff

***Personal Development***

* Take responsibility for own personal and professional development, in line with agreed annual performance objectives
* Adopt a creative and innovative approach towards practice by being open to opportunities for improvements, and encouraging staff to make suggestions
* Attend and complete actions from regular Supervision sessions with line manager
* Attend regular staff meetings, training days and other training as required
* Maintain up to date knowledge regarding legislation

## *Interfaces*

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| --- | --- |
| *Internal*:   * HOT / AAG Boards * Children’s Centres’ management teams * Colleagues in the Upper and Central Calderdale Children’s Centre Area Team | *External*:   * Families, members of the local community * Schools, nurseries * Volunteers * Professional colleagues in other agencies working with local children & families |

The responsibilities reflect the core activities of the role and are not intended to be exhaustive. Other activities or duties may be required, or changes in emphasis needed, from time to time to meet the needs of the organisation and it is expected that the role-holder will adopt a flexible approach in this respect. All roles and responsibilities are regularly reviewed and revised where necessary to ensure that organisation needs continue to be addressed.