

Salary: £22500 - £25000

Job Description: Family Support Worker

Hours: 37.5 hours per week

Location: Tamworth, East Staffs and Lichfield

Purpose of the Role

The purpose of the Family Support Worker role (FSW) is to engage and understand the families who are eligible for our support, and the communities in which they live, enabling them to achieve outcomes to best support them.

Working with families to uncover their underlying issues affecting family relationships and promote, strengthen and develop the resilience and potential of parent/carers and children to reduce dependency on external specialist services

Manage a caseload of families, providing a package of support which will meet their identified targeted need.

Main responsibilities

Engaging with families who have been referred to the service, identifying any areas of need and communicate services in a culturally sensitive way.

Visiting families with children 0-4 to ensure they are aware of appropriate services available in their area.

Complete an initial assessment to identify the needs of the family and produce a person centered action plan to address the issues,

Provide a package of support interventions to meet the families targeted needs, using the relevant evidence based assessment tools, to measure the progress of the support provided.

Ensure the package of support provided is in line with the Malachi model of service delivery.

Encourage and support service users to seek opportunities to improve their circumstances and support them to achieve their goals

To have an up to date knowledge of other services within the geographical area and to signpost families when and where appropriate.

Complete relevant case notes, reports and assessments using the organisations bespoke software programme

Liaise with relevant professionals, children services and other external agencies where appropriate

Other responsibilities

Providing a program of emotional and practical support to families to enable them to access available services within their locality and to ensure long term engagement with the services, addressing any barriers that may be preventing families from accessing those services.

Provide follow up visits to families after exit to determine the impact of our interventions and to provide any further support where required.

Supporting the Community Outreach Manager to deliver and attend where required community engagement events, ranging from community meetings, parent evenings, liaising with other non statutory and statutory providers

Supporting the Community Outreach manager with collating and analysing data to demonstrate the positive impact of the service on the families we support

General Duties and Responsibilities

To ensure you have an understanding (appropriate to your role) of, and comply with Malachi SFSS procedures for promoting and safeguarding the welfare of children

To attend conferences, review meetings, supervision and training sessions as requested

To comply with Malachi's Health & Safety policy, data protection policy and to protect your own and others health, safety and welfare

To comply with Malachi's Diversity and Equality policy, in every aspect of your work

To work flexibly as will be required by the needs of the service to carry out any other reasonable duties as required

To promote and adhere to the values of Malachi SFSS

To manage your own continuous professional development

To adhere to all policies and procedures of Malachi SFSS

To practice in line with Malachi's child protection policy and procedures at all times and keep the safeguarding of children at the forefront of all duties making referrals to the appropriate children's services team where it is deemed a child is at risk of harm.

In the performance of duties outlined in this job description, the post holder may have access to confidential information relating to children and their families. All such information is to be regarded as strictly confidential. All such information may only be divulged to authorised persons in accordance with the organisations policies and procedures relating to confidentiality and the protection of personal and sensitive data.

The job description is a broad picture of the post at the date of preparation and does not represent a finite list of duties and the post holder may be called upon to undertake further duties or additional roles not already mentioned but in accordance

with your post as a Family Support Worker. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time