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**Family and Community Support Worker**

**Working Pattern: 16 hours per week (some evening work required, and fewer hours could be considered)**

**Contract: 52 weeks**

**Contract: Initially 12 months fixed term contract.**

**Salary: £17,000 - £19,500 dependant on experience. (pro rata)**

**Holiday entitlement: 25 days, plus bank holidays pa (pro rata)**

**Location: Bolton**

Main objectives of the role: to efficiently and effectively work as part of a team to deliver practical, emotional and transformational support, advice and signposting to families, including parents and siblings of pupils and young people currently engaging with Raise.

**Job Description**

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| 1. | Work as part of a team and a partnership to deliver the aims of the projects |
| 2 | Engaging and build effective nurturing relationships with parents and young people some of whom may initially be reluctant or resistant |
| 2. | Work in partnership with other services and build referral and signposting pathways |
| 3. | Empower families to develop using asset and strength-based practice |
| 4. | Undertake assessment of needs and help to create effective person-centred support plans |
| 4. | Provide different types of support to children, young people and their families including practical, emotional and transformational support |
| 5. | Effectively manage your own caseload to ensure you meet and evidence progress |
| 6. | Build supportive connections between families and the community so they contribute to the development of the community |
| 7. | Complete referral paperwork, including Early Help referrals |
| 8. | Attend and contribute to multi-agency meetings and advocate for |
| 9. | Input into the creation and maintenance of risk assessments |
| 9. | Work with parents/carers and communities to build trust to improve outcomes |
| 10. | Build and expand mutual support networks within the localities you work |
| 11. | Maintain participant records and provide reports/data as required |
| 12. | Follow all company policies and procedures |
| 13. | Follow all aspects of GDPR and data sharing protocols |
| 14. | Undertake appropriate training and CPD, including self-directed |
| 15. | Undertake other duties and tasks as appropriate |

**Person Specification**

**Skills and Competencies - experience of**

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|  | Proven experience of delivering support to children, young people or families with evidence of achieving positive outcomes |
|  | Proven skills of supporting young people and families where there are complex social or emotional needs and associated antisocial behaviours |
|  | The skills and ability to provide good quality needs and strength-based assessments, matching needs to family centred support plans and clear recording of interventions and progress |
|  | Experience of working across sectors – including working in a community setting, within asset-based community development practice, within education, health and justice |
|  | The skills to practice with families using a range of methods – online, individual case work, group work |
|  | Using recording systems to report on concerns, interventions, sign posting and outcomes |
|  | Applying trauma informed or other evidence based practice |
|  | Reporting on outcomes in an appropriate format for different stakeholders |
|  | Monitoring performance of the services and work to continually implement improvements |
|  | Experience of inputting into risk assessments and the ability to dynamically review risk |
|  | Skills of working in a partnership context |
|  | Full, clean driving licence, available car and business insurance |

**Personal Qualities**

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| 1. | High levels of emotional intelligence including personal resilience, calmness under stress and the ability to quickly ‘bounce back’ after setbacks. |
| 2. | A strong team player, able to work with staff in the organisation with differing priorities and from different disciplines |
| 3. | Good communication skills- written and spoken |
| 4. | Good organisational skills, including time management |
| 5. | Have a wide range of skills to build trusting relationships with participants to improve engagement |
| 6. | Comfortable working young people and families with challenging behaviours. |
| 7. | Willingness to take responsibility for own learning including partaking in own CPD. |
| 8. | Flexible and adaptable to the needs of participants and he service. |

**Knowledge/Experience/Qualifications/Training etc.**

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| 1. | Good level of literacy and numeracy |
| 2. | Youth and Community or a similar relevant qualification and/or training |
| 2. | An understanding of trauma informed / Ace aware practice |
| 3. | Experience of multi-agency working |
| 3. | Experience of delivering targeted interventions to young people and/or families |
| 4. | Good practical working knowledge of ICT and its applications, including monitoring and recording. |
| 5. | An ability to form positive working relationships with colleagues, students, parents, carers and statutory bodies. |
| 6. | Working knowledge of relevant policies and codes of practice and legislation. |

Please return the application form to [mohini.wadher@raisetheyouth.co.uk](mailto:mohini.wadher@raisetheyouth.co.uk)