

Family Support Worker

Role Profile



TRAFFORD
COUNCIL

Service: Children's Services
Grade: Band 3
Reporting to: Senior Practitioner/Team Leader/Service Manager

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

As a Family Support Worker, under the guidance of the allocated case holder, you will be expected to work flexibly to implement aspects of the Child and Family plan to provide a practical service to families with children, across the service. This work will help prevent the need to receive children in to care and help return looked after children home.

It will require a Restorative approach to working *with* parents and children to develop positive behaviours and build confidence and self-sufficiency to resolve difficulties and sustain positive changes. The interventions you are required to complete will be identified through the social work assessment and may include aspects of budgeting, parenting, shopping, transport and other domestic duties.

Where necessary you will also be required to respond to immediate difficulties, in crisis situations, such as the provision of food, money, transport and or childcare etc. as identified by the Social Worker, Team Leader and or Service Manager.

You will also be expected to form positive relationships with families and children to work directly *with* children and young people from 0-18 years old to understand their life journey by devising child-focused life story books and later life letters (if required) and prepare them for independence.

Key duties

- To work *with* parents'/carers' to strengthen and develop their confidence and ability to care for their children by establishing positive age appropriate safe and sustainable routines and physical standards within the home.

- To work *with* parent/carers to resolve, and effectively manage their finances to enable the stable provision of essential food, warmth and shelter by signposting and where necessary supporting them to contact relevant agencies and services.
- To work *with* parents to help their children learn through safe and consistent care and opportunities to play and give parents advice and support on dealing with aggressive and difficult behaviour.
- Where necessary, and as directed, respond to immediate difficulties in crisis situations, such as the provision of food, money, transportation and or childcare etc. This may involve lifting and carrying duties
- To complete referrals to other services/organisations and applications to obtain documents or essential items for children and their families as required.
- To work directly *with* children and young people from 0-18 years old to understand their life journey by devising child-focused life story books and later life letters (if required).
- To build positive relationships *with* children and young people from 0-18 years old to access a variety of activities and opportunities, within the community. Acting as a mentor to give them the opportunity to express their views and or develop their self-care and self-presentation skills.
- To complete assessment tools with families to inform holistic social work assessments such as Home Conditions tool or Graded Care Profile.
- To work *with* social workers to complete visits to children and their families, including planned and duty visits, as required.
- To maintain clear accurate records of your interactions with the child and family and share information with other agencies, the allocated case holder and or manager in line with policies and procedures.

About You

Qualifications and Professional Development

- GCSE English and Maths Grades at Grade 4 or equivalent

Experience and Knowledge

- Good literacy and numeracy skills
- Good knowledge of child development/ Parenting/ safeguarding/ child development or relevant topic.
- Practical life skills relevant to the post (e.g. cleaning, cooking and budgeting.)
- One to two years relevant experience (paid or unpaid) of working with children and/or families.

Skills and abilities

- Ability to organise and prioritise own work to meet deadlines and changes in priority.
- Ability to communicate and work in partnership with Children, Families and professionals.
- Creativity and willingness to work in new and different ways to engage support and enable improved outcomes for children.
- Ability to respect the contribution of others, working with children and families, establishing positive working relationships.
- Confident, friendly and approachable
- Non-judgemental
- Flexible

Special Conditions

- DBS required

- Car User
- Unsocial Hours/Weekend

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Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.