



## JOB DESCRIPTION

<b>Job Title:</b>	<b>FAMILY SUPPORT WORKER</b>
<b>Salary:</b>	£17,035/annum
<b>Hours:</b>	30 hours per week (Monday to Friday)
<b>Accountable to:</b>	Greater Shankill Partnership
<b>Reports to:</b>	Family Support Team Leader
<b>Location:</b>	One of the Sure Start Centres based in the Greater Shankill area

### **Role:**

The role of the Family Support Worker is to offer personal and emotional support to families with children aged 0 – 3 years living within the Greater Shankill area of Belfast. To do this the post holder will carry out home visits and help plan and deliver centre-based activities across any of the three Shankill Sure Start Family Centres, working as part of a team of Family Support Workers. The aim of this support is to develop children's holistic development and enhance parent's self-confidence, self-esteem and skills and link them into a wider social and community network. The post holder will also be responsible for helping to plan and deliver parenting programmes to parents in a group setting across all Shankill Sure Start settings.

### **The principal duties of the post will include:**

- To carry out home visits to families who have requested support and/or been referred for support and manage a case load of families  
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- To provide information and support to families, and signpost/refer to specialist services where appropriate  
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- To work in a way which values parents, responds to their expressed needs and encourages participation and empowerment
- To develop and implement an action plan for intervention and support in collaboration with each family using Outcome Star
- To monitor, evaluate and record all contact with families, recognising that this is an ongoing process in line with Sure Start monitoring requirements and those of Outcome Star

- To plan and deliver recognised parenting programmes to parents in a group setting, in response to the needs of parents
- To promote and encourage parental participation in programmes, training and information sessions provided by Sure Start and also within the local community
- To support the facilitation of parent focus groups
- To work with children and families to enhance the child's development and the parents understanding of their crucial role in this
- To work as a team member and contribute to the planning and delivery of programmes, activities and support groups within Centres to meet the needs of families and help ensure positive outcomes for children
- To attend case conferences as required
- To liaise with statutory, voluntary, community and private groups /agencies / service providers to ensure a consistent approach, and delivery of quality and appropriate interventions and support
- To work in a confidential and professional manner that ensures that client welfare and safety is of paramount importance
- To ensure that all duties carried out do so within budget constraints and comply with financial policies and procedures
- To promote and advocate Shankill Sure Start's vision and underlying principles and ensure that good practice guidelines are adhered to at all times
- To participate in regular supervision with the Family Support Team Leader
- To undertake training as required by Shankill Sure Start and/or the Department of Education
- To work as a member of the Sure Start team, attend team meetings and contribute to the ongoing development of the project
- To carry out any other duties as may be reasonably requested.

*The duties and responsibilities outlined in this job description are not meant to be definitive nor restrictive and may be modified to meet changing needs. It should be noted therefore that duties, designation and location of the post might be subject to change in the future to meet the changing requirements of the service.*



## PERSON SPECIFICATION

**Job Title:** Family Support Worker

### Essential Criteria:

#### Qualifications

- Minimum of NVQ Level III in Childcare and Education or Health & Social Care or equivalent

#### Experience

- A minimum of two years' paid experience, in the previous four years, of providing a family support/home visiting service to families and young children
- A minimum of two years' experience, in the previous four years, in planning and delivering parenting programmes to parents in a group setting

#### Knowledge

- Knowledge and understanding of the issues faced by families living in disadvantaged communities
- Knowledge of parent and child attachment and child development
- Knowledge and understanding of the importance of quality play for children's development
- Knowledge and understanding of the role of parents and carers in children's development
- An understanding of child protection issues

#### Abilities

- An ability to work as part of a team and on own initiative
- Well developed organisational skills, including flexible approach and ability to cope with a changing and varied workload
- A high level of communication skills and an ability to communicate with people of all ages
- Competent with IT
- Current full driving licence valid for use in the UK and access to a car to fulfil the travel requirements of the post

### Desirable Criteria:

- Working knowledge of Outcome Star
- A recognised qualification in family/child support, social care, community work or equivalent
- Experience of planning and facilitating accredited programmes to parents such as Handling Children's Behaviour, Nurture Programme, Incredible Years etc.