

JOB DESCRIPTION

Job Title: Family Support Worker

Responsible to: Children's Centre Coordinator

Main responsibility: The role of the family support worker is to work together with Rainbow Playgroup, Bookham Baptist Children's Centre and families in the local community in order to help them access the services and support then need in order to achieve and thrive. It will in particular involve working with more vulnerable families who have been identified as needing some additional support for example with parenting, behaviour management, routines, understanding children's emotions, housing, employment, accessing health services etc. The families may be experiencing a range of issues such as having a child with additional needs or disability, parental substance misuse, domestic abuse, mental health issues or need some additional support with parenting skills.

The aim is to provide outreach family support to those most in need to reduce inequalities within the Children's Centre area and to give them the best possible start in life and to enable parents to feel supported in their role as a parent as it can be one of the most challenging as well as rewarding jobs.

Working with: Children's Centre Coordinator and Volunteers (e.g. Noah's Ark volunteers or contact supervisors etc).
Others in the Operations team, Rainbow Play Group staff.

Main tasks

- To build relationships with families in the local community.
- To hold safeguarding at the forefront of all duties and responsibilities to ensure the welfare of the children at all times and to promote these responsibilities with others. This includes safeguarding training.
- To promote the services available in the Children's Centre reach area (Bookham, Fetcham and Effingham) including early years provision at Rainbow Playgroup, health, family support, and employment related services, and help reduce social isolation.
- To provide, in partnership with health and other agencies, a home visiting family support service to those identified as needing additional support.
- Home visits may include some lone working, and to be familiar with the lone working policy.
- To assess, plan, implement and review an outreach service for parents.
- To be involved in the delivery of a range of activities for children, families and carers within the Children's Centre reach, for example, Noah's Ark, Rhyme Time, parenting courses

- To run a lunch club on a Thursday to provide a bridge between Rainbow playgroup in the mornings and Noah's Ark toddler group in the afternoon for families who would like to stay for both.
- To keep accurate and safe records adhering to relevant policies regarding confidentiality and information sharing and take part in appropriate supervision and training.
- To liaise with external agencies such as schools, Children's Services, housing, health, CAMHS etc as required. To attend meetings such as Child Protection Case Conferences, Team around the Family Meetings and Child in Need meetings and prepare reports as required.
- To be responsible for keeping up to date with and adhering to all relevant policies, procedures and multi-agency working protocols related to the post.

Security & Safety

- Act with full attention to the safeguarding of children and vulnerable adults.
- Follow Lone Worker policy.

Way of Working

- Live the values of the Church:
 - Seeking God and working things out
 - Growing Christ like together
 - Collaborating in God's mission
 - Enabling service and leadership
 - Pray for the work of the Church and the Operations Team.

General

- Other occasional tasks as reasonably assigned by the Children's Centre Coordinator

PERSON SPECIFICATION

Area	Criteria	Essential/Desirable
Education	GCSE or equivalent or Level 3 qualification or above in a relevant subject for example: <ul style="list-style-type: none"> • advice and guidance; • childcare; • counselling; • education; • health; • social care/ social work; • psychology 	Essential
Experience	Experience of working directly with children and families in a supportive type role	Essential
Personal	A Christian, sympathetic with the church's vision and values	Essential
	Member of Bookham Baptist Church	Desirable
	Good communication and listening skills, including nonverbal communication such as play/Makaton/sign language	Essential
	The ability to build and maintain rapport with adults and children	Essential
	Calm under pressure and when dealing with challenging or confrontational behaviour	Essential
	Flexibility and adaptability	Essential
	Commitment to making a positive difference to the lives of service users	Essential
	Discrete & confidential	Essential
	Reliable	Essential
	Has the right to work in the UK.	Essential
Skills, knowledge and abilities	Good understanding of the challenges faced by the families you help	Essential
	Organisation and problem solving skills	Essential
	First Aid Trained	Desirable
	Conflict management – spotting needs.	Desirable
	Conflict management – handling difficult conversations	Essential
	IT skills for case recording, using email, making use of Church Suite where appropriate - Intermediate level	Essential

MAIN TERMS OF EMPLOYMENT

1. SALARY

The hourly rate is £10 per hour and the contract is for ten hours per week.

2. HOURS OF WORK

This role is a part time temporary role for 6 months initially, but with possible scope for this to be extended subject to this being mutually agreeable and subject to successful grant application. The time and days of these hours will be flexible and agreed with the line manager.

3. ANNUAL HOLIDAY

25 days per year, (excluding public holidays) pro-rata to the duration worked

4. SICK PAY

This post gives entitlement to statutory sick pay.

5. PROBATIONARY PERIOD

4 weeks.

7. NOTICE PERIOD

4 weeks