

Role Profile



Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Family Support Worker
Level	S6	Reports to (role title)	Family Centre Manager
JE Band	192-227	School	Mole Valley Family Centre
		Date Role Profile was created	Nov-20

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To work with families in the Family Centre or other community venues to support parental mental health, attachment and positive early development by;</p> <p>Running Baby groups for parents of young babies at the Centre</p> <p>Supporting parents to be able to feed their babies in a responsive way to enhance attachment, early brain development and physical wellbeing</p> <p>Signposting parents to other services that will benefit the child and the family</p> <p>Offering Baby Massage workshops to families at level 2 and above.</p> <p>Identify low mood, poor attachment, and early signs of developmental delay and support parents to access the support and services they need</p> <p>Work with Family Centre colleagues and local health professionals to identify needs early and to build resilience in families.</p>
Work Context	<p>Family Centres play a central role in providing Early Help and reducing inequalities in outcomes of children. Family Centres are commissioned by Surrey to provide targeted support to families at level 3 and also to support families at level 2 through groups as a part of the Helping Families Early Strategy.</p> <p>Mole Valley Family Centre is lead and managed by Dorking Nursery School and serves families from across Mole Valley. .</p> <p>The role will be based at the Goodywns Road site but may include some work at other community venues in Mole Valley.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. <p>Case Management</p> <ul style="list-style-type: none"> • Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Educated to at least level 3 in relevant health, social care or early years qualification.</p> <p>Experience of working closely with colleagues to engage parents early and to support them after experiencing trauma, low mood or other adverse family experiences.</p> <p>Baby Massage qualification</p> <p>Experience of offering advice on issues such as sleep, feeding, behaviour and in line with current best practice</p> <p>Excellent administration and organisation to keep accurate records in adherence with relevant policies.</p> <p>Take part in regular team meetings and supervision meetings with line manager as required.</p> <p>Take the lead in planning and preparing sessions for families in line with the EYFS good practice.</p>
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>

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Dorking Nursery School and Mole Valley Family Centre is committed to safeguarding and promoting the welfare of children, young people, families and carers and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an enhanced background checks by the Disclosure and Barring Service and satisfactory references