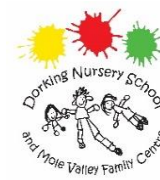


Role Profile



Part A - Grade & Structure Information

Job Family Code	5PCS	Role Title	Family Support Assistant-Bank
Level	S5	Reports to (role title)	Family Centre Manager / Leadership team of Dorking Nursery School
JE Band	161-191	School	Based at Goodwyns Road site of Mole Valley Family Centre led by Dorking Nursery School
		Date Role Profile was created	Oct-22

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 parents in groups to support them to develop positive parenting skills so that families can build resilience and overcome challenges.</p> <p>Key roles include:-</p> <ul style="list-style-type: none"> - Work closely with the Family Centre Manager and the outreach team to deliver the parenting offer to families within Mole Valley - Be proactive, take initiative with the ability to communicate effectively with parents and professionals at all levels <p>Key functions include:-</p> <ul style="list-style-type: none"> - Co-facilitate group work in partnership with the family centre team and other partner agencies, including volunteers to provide group work to support families at level 2/3 on the Surrey family resilience windscreen. - Liaise with the family centre team to share information about any families who are being supported at level 3 within the groups - Take the lead on following up non attendance and encouraging families to attend through calls and texts. - Keep records of concerns raised and issues discussed with families where there may be a need to escalate the level of support offered. - Prepare resources to ensure the groups run smoothly - Assist the Family Centre team to evaluate the impact of groups through the use of feedback forms. - Offer support, signposting and advice to parents where appropriate.
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 or from home. Home visits to families will not be required</p>

Line management responsibility if applicable	Not applicable.
Budget responsibility if applicable	Not applicable.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<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 and contribute to reviews of individual programmes under supervision from more senior colleagues. <p>Case Management</p> <ul style="list-style-type: none"> • Ensure individual care plans are implemented and the personal and health care needs of service users are met, 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. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness. <p>Work with others</p> <ul style="list-style-type: none"> • Support other team members and demonstrate understanding of others' needs and views. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication 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

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<p>Vocational Qualifications Level 2 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</p> <ul style="list-style-type: none"> • Awareness 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 appropriate information and to reach a view about the likely type and source of assistance. • Able to present options and choices and support others to come to their own conclusions. • 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, maintain appropriate records, and to build effective relationships with service users and others. • Able to manage own time effectively and identify 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>GSCE (or equivalent in English and Maths) Trained to deliver Time Out for Parents courses Relevant experience in working with families who may be struggling with their circumstances for a number of reasons Have excellent administration and organisation skills and an ability to adhere to the organisation's policies Attend some meetings during the day to plan courses Ability to work evenings Willingness to seek advice, be proactive and take initiative. Keen to develop and attend CPD relevant to the post. A good understanding and use of IT and relevant packages.</p>
Role Summary	<p>Roles at this level provide practical social care services under direction to improve the quality of the life of service users with a range of challenging problems. They liaise with service users, colleagues and other agencies to ensure good service to users. Some roles may oversee and guide the work of more junior staff. Role holders will typically be expected to work in terms of the vocational qualifications in social care and may be encouraged to consolidate their experience through accreditation at level 2. They will need to have the ability to acquire a knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. They will be subject to supervision but will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</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

National Support School
designated by

National College for
Teaching & Leadership



