**Family worker Job Description**

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| **Role Title** | Family worker  |
| **Salary** | £22-25,000 per annum |
| **Hours** | 37 hours per week |
| **Location** | Safe & Sound Office, Darley Abbey |
| **Post reports to** | Project Manager |
| **Significant relationships with** | Support Team Communications and fundraising teams |
| **Duration** | Fixed term contract – one year  |
| **Other Considerations** | This appointment is subject to enhanced Disclosure and Barring Service (DBS) checks  |
| **Other requirements**  | * Willing and able to travel is essential
* Willing to undergo training
* Willing to be involved in evening and weekend activities
* Willing to undergo safe guarding children and vulnerable adults training
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**Main purpose of role**

The principle objective of this role is to deliver the family programme within Safe & Sound’s strategy and operational plans. Listening and signposting skills will be essential. A key aspect to this role will be supporting the development and delivery of support for families affected by child exploitation and to be the SPOC for other services involved with the families

**Operational Duties**

**Service Delivery**

1. To implement the families plan in conjunction with Safe and Sound’s multi-disciplinary team.
2. To deliver emotional and practical support to families of young people who are at risk of, or affected by exploitation.
3. To take an active role in the development, utilisation and promotion of resources and activities including leaflets, projects, digital resources for families of young people at risk of, or affected by, exploitation.
4. To plan and deliver projects and activities in order to provide opportunities for families of young people who are risk of, affected by, exploitation to meet and support each other.
5. To act as the designated point of contact for families with other services and partner agencies.
6. To support families to have a voice within the exploitation arena locally and nationally.
7. To respond effectively and appropriately to any child/adult at risk protection/safeguarding concerns, as they arise.
8. To evaluate and report on projects and resources, as required.
9. To work flexibly to meet the needs of young people and their families.
10. To use Safe and Sound’s administrative and IT systems to ensure that records and reports are accurate. up-to-date and carried out in a timely and orderly fashion.
11. To review and analyse data on a regular basis, as required.
12. To play an active role in supporting the Support Team to develop, review and update the high standards of service delivery.
13. To ensure that all activities comply with current and relevant legislation and follow best practice principles and adhere to Safe and Sound’s service standards.
14. To maintain confidentiality at all times and ensure proper observance of all Safe and Sound protocols relating to confidentiality, GDPR, health and safety and safeguarding children and vulnerable adults
15. To assist in the development of protocols and procedures to ensure best practice and consistency.

**Managing and Maintaining Relationships**

1. To build and maintain relationships with young people and families through a variety of technologies including telephone, email, social media, text messaging and Safe and Sound’s website.
2. To encourage all stakeholders to be engaged with Safe and Sound and recognise the importance of Safe and Sound’s fundraising and communications activity.
3. To nurture effective relationships with relevant organisations, key staff and professionals.
4. To identify other areas and agencies for the provision of support to families of young people at risk of, or affected by exploitation, develop relationships, liaise and signpost accordingly.
5. To develop relationships with NWG network and other forums to ensure families are represented and have the opportunity to influence local and national policy and process.

**Awareness Raising**

1. To take an active role in delivering awareness sessions to young people and their families at risk of, or affected by, exploitation. This may involve working with other members of the Safe and Sound team and/or working in partnership with other organisations.

**Team Working**

1. To take part in multi-disciplinary meetings, as necessary.
2. To provide duty cover for the support team, as required.
3. To support volunteers at all levels on delivery of work programmes, as relevant.
4. To take an active role in supporting the communications and education teams to maintain and develop relevant pages of Safe and Sound’s website.
5. To work with the fundraising and communications teams to provide opportunities to achieve Safe and Sound’s overall fundraising and communications objectives.
6. To contribute articles and other work for use on Safe and Sound’s websites and in other Safe and Sound publications, on and off line.

**Scope of Job Description:**

This job description above reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Notes**

1. Safe and Sound defines young people as being between the ages of 11 and 18, and young adults aged 18 – 25 years although it does work flexibly within this age group
2. The post holder will need to be mindful of the delicate working relationship with organisations and other professionals at all times
3. Safe and Sound operates with a small work force in which every member of the team is expected to work flexibly in order to contribute to the overall objectives and mission of the charity thus staff are expected to provide cover for colleagues as directed by line management
4. The service will be offered and carried out in a manner regardless of ethnicity, gender, social class, ability, religious affiliation and sexual orientation of the service users or other Safe and Sound employees
5. Safe and Sound reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility
6. The post holder will be expected to ensure that all services comply with current and relevant legislation and follow the best practice principles as appropriate for the charity
7. The post holder will be expected to keep up to date with external developments within the sector, identifying innovative opportunities and advise on new and appropriate approaches for the charity
8. Training, mentoring and coaching will be encouraged.
9. This is a Display Screen Equipment (DSE) user regulated post

**Performance Management**

Performance will be assessed by means of a formal six weekly progress review with the line manager, annual appraisal as well as review of performance in group projects and other Safe and Sound activities. Specific areas of measurement will be as follows:

1. The achievement of family services objectives and contribution to the overall objectives of Safe and Sound.
2. The quality, timeliness, effectiveness and impact of the service relative to the job description and the values of Safe and Sound.
3. The strength, maintenance and development of effective relationships with young people, their families, external stakeholders and supporters.
4. The evaluation by stakeholders of the services delivered for families, young people and other relevant user groups.
5. The ability to work within a team and the development of effective and constructive relationships with the team
6. The added value generated for Safe and Sound through the performance and delivery of the role
7. The quality and timeliness of projects, reports and other work
8. The ability to relate to Safe and Sound’s values and mission
9. The degree of initiative, general approach and attitude towards the role

**PERSON SPECIFICATION**

| **Attributes**  | **Essential**  | **Desirable** | **Measured by** |
| --- | --- | --- | --- |
| **Knowledge / Qualifications**  | Educated to A level or equivalent standard  | JNC Qualified  | Application and certificates |
| Level 2 Certificate in Social Work Practice (23 credits) or equivalent  | Educated to degree level or equivalent | Application and certificates |
| Thorough understanding and knowledge of the essential components of social work  |  | Application, Interview & Exercise |
| Thorough understanding and knowledge of the essential components of safeguarding children and vulnerable adults |  | Application, Interview & Exercise |
| **Experience**  | Demonstrable success and experience in the field (minimum 2 years) – statutory or voluntary agency  | Experience of delivering services via remote means – telephone, email, forums, social networking  | Application & Interview |
| Successful track record of implementing project work and the achievement of targets | Demonstrate experience in building and maintaining relationships  | Application & Interview |
| Experience of working as part of a multi-disciplinary team | Administrative experience in relation to the provision of youth work | Application, Interview & Exercise |
| Delivery of support work in a variety of settings  |  | Application & Interview |
| **Skills and Abilities**  | Numerate & IT literate  |  | Application, Interview & Exercise |
| Ability to write accurate records and reports |  | Interview |
| Ability to manage time effectively and prioritise work |  | Interview & Exercise |
| Ability to generate ideas and solutions  |  | Interview & Exercise  |
| Ability to multitask and achieve deadlines and objectives |  | Interview |
| Excellent listening & communication skills – written & oral with a range of people |  | Interview & Exercise |
| Ability to provide advice, information and support in a way which empowers  |  | Interview & Exercise |
| Ability to assess and summarise accurately and effectively |  | Interview |
| Ability to maintain positive relationships with service users and other stakeholders  |  | Interview |
| Ability to work accountably as part of a small team |  | Interview |
| Ability to work under pressure to meet tight deadlines  |  | Interview |
| Ability to work independently and with initiative |  | Interview |
| Highly organised and methodical |  | Interview |
| Commitment to producing accurate and quality work |  | Interview |
| **Personal Attributes and Qualities**  | Engaging, empathetic, enthusiastic and sociable |  | Interview  |
| Adaptable and able to view change positively |  | Interview  |
| Driven, energetic, confident, self-motivated |  | Interview  |
| Team player  |  | Interview  |
| Resilient  |  | Interview  |
| Friendly, open manner and open minded  |  | Interview  |
| Prepared to work in a flexible way  |  | Interview  |
| Ability to work independently and use own initiative |  | Interview  |
| Unafraid to take on new situations and challenges |  | Interview  |
| Tactful & diplomatic  |  | Interview  |
| Committed to innovative service development |  | Interview  |
| Committed to the cause overall and able to see beyond the role and department  |  | Interview  |
| **Circumstances**  | Ability to travel with own transport  | Valid UK driving licence | Interview & application |
| Able to work irregular hours including evenings and weekends when necessary |  | Interview |

**CORE COMPETENCIES**

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| **Communication** | **Getting Things Done** |
| The ability to interact and communicate effectively skills with a range of audiences, both at a written and spoken level.* Speaks clearly and concisely
* Listens without interrupting
* Uses appropriate body language and tone of voice
* Adapts style (written & spoken) to suit audience
* Avoids jargon
* Presents information in a way that others can understand
 | The ability to put in the necessary effort to achieve results and remained focused during testing times. Set agreed standards and/or deadlines.* Able to act on own initiative
* Meet agreed deadlines
* Organise own workload, with minimal direction
* Recognises what needs to be done & does it
* Remains motivated and focused despite setbacks or distractions
* Puts in extra effort, when necessary
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| **Making Good Decisions** | **Effective Relationships** |
| The ability to analyse and resolve problems in a timely and appropriate manner.* Make decisions within relevant legislative frameworks.
* Explores the issue from a number of angles
* Digs beneath the surface to identify the real issue
* Where appropriate, involve others in making decisions
* Work with ambiguity
* Avoids getting bogged down in detail
* Makes timely an appropriate decisions
* Recognises the wider impact of decisions
 | The ability to form supportive, empowering relationships with others, including young people.* Treats people with respect
* Builds on common values/purpose
* Shows empathy
* Demonstrates confidence in others’ abilities
* Avoids creating dependency
* Manages conflicts when needed
* Actively seeks ways to work with others
* Work collectively (internal & external) to achieve goals
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| **Influencing Others** | **Adaptability** |
| The ability to influence and engage others to achieve the most effective outcomes* Presents information in a compelling way
* Provides rationale and/or benefits for ideas
* Challenges appropriately
* Understands the needs of others and adapt message to suit
* Handles questions confidently and assertively
* Negotiates the best possible outcomes
 | The ability to work effectively with ambiguity, shifting priorities, and rapid change* Works productively in the face of ambiguity or uncertainty.
* Deals constructively with mistakes and setbacks.
* Readily adapts to different ways of doing things.
* Seeks opportunities to acquire new knowledge and skills.
* Responds flexibly when priorities or needs change
* Accepts feedback openly, without becoming defensive.
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