



Job Description

Job Title: Family Support Worker

Department: Children & Young People's Service.

Primary Objectives:

To work with the CYPs Head of Service and where appropriate other team members, to develop and implement a support service that will meet the needs of families whose children have vision impairment or multi-sensory impairment. To support parents and carers enabling them to meet their children's needs.

To work alongside the CYPs Head of Service to develop and monitor the Family Support role.

To develop a support network to enable parents and carers to share experiences and provide peer support.

To be available at SFS CYPs weekend activities and events to support the children, young people and their families.

To set up a parent-led support group that will meet at least six times a year the aim of this is to give parents the opportunity to meet outside of the recreation activities, voice their opinions and ensure our service is needs led and inclusive for all.

As appropriate to offer counselling/emotional support to parents and young people as they come to terms with their vision impairment/ multi-sensory impairment.

To offer positive parenting courses in small groups or individual basis as appropriate.

To act as a point of contact for the child or young person and their family to offer support, information and guidance and referral route to appropriate services.

To keep up to date with current legislation, local & national policies and research.

To demonstrate a commitment to equal opportunities as it applies to people with sight loss, multi-sensory impairment and other complex needs, the staff team, volunteers, and members of the wider community;

Main Duties:

To deliver a range of support services that promotes good practice reflecting the requirements of children and young people and their families.

To provide a positive role model at all times to children, young people, their families and the wider community.

To ensure services provided are of a high quality and enable every child to have the opportunity to achieve their aspirations and reach their full potential.

To identify gaps in services available to children and their families in relation to their backgrounds and lifestyles ensuring access to appropriate support services.

Where appropriate to work in partnership with outside agencies such as Surrey County Council Physical & Sensory Education, Social Care, Health services and other relevant organisations.

Develop information resources about the opportunities available to families whose children/ young people live with vision or multi-sensory impairment.

To support children and young people through transition from children's services into adult services, engaging with SEND services and adult services where appropriate.

To support parents, carers and other professionals with CYP's Education & Health Care Plans to ensure they accurately reflects their VI/MSI needs.

To be proactive in safeguarding all children and adults from abuse, prevent abuse from occurring, and report any suspected incidents of abuse, following SFS Policies and Procedures which link with SCC local Multi-Agency Policies and Procedures.

To work with parents, carers and children individually ensuring that each interaction is person centred to meet the needs of the child/ family.

To maintain effective recording of work undertaken, concerns, decisions, actions etc. to respect and uphold the confidential nature of personal information as required by the Data Protection Act and GDPR.

To take responsibility for the reporting on the key performance indicators and outcomes attached to the family support role in order to meet the requirements of the funders of the service.

To encourage parents to become involved in activities available to children & their families and to support older children to engage with the Teenage programme as age appropriate.

To work with the Children and Young Person's Recreation Co-ordinator and the Youth Worker in order to help families/ young people engage with our services and where appropriate to support families and teenagers at events.

To work with the Habilitation Specialists and as appropriate be the link between family and workers, sharing information that will support the child to achieve their goals.

To deliver workshops and training days that will enhance parents understanding of how they can promote to their children's health, development, education and wellbeing.

To work with children and young people to enable them to have a participation and influence in our services

To support the fundraising department in developing funding bids and applications based on outcomes.

To represent SFS at external forums and as appropriate, attend meetings as a SFS representative.

To co-operate fully as a member of the staff team and to ensure good communication at all times including attending team meetings, supervision and annual appraisal.

To participate in training and development events as appropriate, and to take responsibility for personal development and learning;

Skills

- 1) Knowledge that will enable post holder to ensure activities comply and operate within the law at all times, with particular reference to safeguarding; health and safety; equality and data protection legislation.
- 2) To work flexibly and be available to support CYP & their families at SFS weekend activities.
- 3) To have professional experience and excellent communication skills that enable post holder to work with very emotional situations and as far as possible meet the needs of parents & their children while remaining professional at all times.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. application form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> ▪ Knowledge of relevant Social Care legislation. 	<ul style="list-style-type: none"> ▪ Social / Health Care background. ▪ Counselling qualification. ▪ Trainer for Positive Parenting Program or equivalent. ▪ Habilitation qualification 	Application form, References Training Certificates
Experience	<ul style="list-style-type: none"> ▪ Experience of direct work with children and families in a family support capacity ▪ Experience of helping people to work through painful emotions. ▪ Experience of planning and managing own workload within established guidelines ▪ Experience of working in partnership with outside agencies ▪ Ability to respond professionally & reflectively in times of stress. ▪ Ability to problem-solve and respond in a practical way to issues that arise; in line with SFS procedures. ▪ Experience in facilitating groups. ▪ 	<ul style="list-style-type: none"> ▪ Experience of working with families struggling as a result of stress ▪ Experience of delivering parenting programmes ▪ Experience working with children and young people with disabilities ▪ Experience of setting up / delivering projects ▪ Experience on reporting key performance indicators and outcomes. ▪ 	Application form, Interview References Probation
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Advanced verbal, observational and influencing skills ▪ Ability to handle difficult situations with sensitivity ▪ Ability to understand and react to the needs of vulnerable families ▪ Ability to prioritise and review and work under pressure to specific timescales and targets ▪ Knowledge of Children's Act ▪ Knowledge and understanding of Safeguarding processes. ▪ Knowledge of Equality Act. ▪ Knowledge of interventions which may be used to support children, young 	<ul style="list-style-type: none"> ▪ Experience of working within a family support setting. ▪ BSL communication skills. ▪ Knowledge and experience regarding sensory impairment. ▪ Knowledge and experience of working with SEND 	Application form, Interview References Probation

	<ul style="list-style-type: none"> people and families ▪ Excellent understanding of confidentiality and professional boundaries ▪ Knowledge and understanding of data sharing protocols ▪ Ability to organise and maintain high quality case records ▪ Ability to innovate and problem solve ▪ Ability to work both independently and within a team ▪ Ability to produce own routine correspondence using/ creating standard letters ▪ Ability to monitor and evaluate processes and work towards evidenced outcomes ▪ Ability to assess information and make decisions in accordance with established policy and procedures ▪ Knowledge of parenting programmes and their delivery in the community 		
Personal Qualities	<ul style="list-style-type: none"> ▪ Be flexible in approach and undertake all duties that may fall within the role as directed ▪ Ability to work flexibly and to work outside of normal office hours ▪ Commitment to own professional /personal development ▪ Enthusiastic & motivated 		Application form, Interview References Probation
Other	<ul style="list-style-type: none"> ▪ Good health to a standard suitable to undertake the role. ▪ Ability to travel to undertake home visits, meetings etc. ▪ Availability to work at weekends when SFS have recreational activities. 		Application & Health form References