



<b><u>Job title:</u></b>	<b>Family Link Worker</b> including specialisms of Family Support Worker, Senior Session Co-ordinator and Support Worker, School Link Worker, Support Worker – Mixed Martial Arts, Link Worker – Connect Helpline, Link Worker – Cadent ‘Be Well, Be Energy Fit’
<b><u>Location:</u></b>	Harvey Girls, 73 Horninglow Road, Burton -Upon-Trent, Staffordshire, DE14 2PT, and / or Abbot Beyne School, Linnell Site, Osbourne Street, Burton –Upon-Trent
<b><u>Responsible to:</u></b>	Chief Executive Officer or as delegated
<b><u>Responsible for:</u></b>	None
<b><u>Salary:</u></b>	£23,345.69 to £24,046.06 per annum plus contributory pension. Pro rata for part time hours.
<b><u>Contract:</u></b>	Full time (37 ½ hours per week) / Part time hours dependent upon needs of individual contracts. Permanent contract dependent upon future funding.

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**Overview:**

Harvey Girls, (East Staffordshire Family Support Service and Dads4Dads) are seeking to deliver an integrated family support approach using a key worker model, which connects all families to what they need in the community whilst improving outcomes for families and children.

This will be facilitated through various initiatives including, but not exclusive to, whole family support on a ‘one to one’ basis, session-based activities through Harvey Girls, Dad4Dads and Beyond Black Belt Martial Arts.

In addition, we aim to provide a school’s family support offer assisting with the pastoral needs of students and their families both in and out of school, with a view to increasing school attendance levels.

Funding has been secured to introduce a new project to tackle loneliness and isolation for the whole family, ensuring that they feel safe, well and connected to their community.

We also deliver outreach and support to reduce fuel poverty and increase awareness of gas safety in the home, including carbon monoxide awareness.

In order to facilitate these programmes, we are looking to recruit for these roles, enabling us to continue to support families and children living in East Staffordshire.

**Generic Key Accountabilities:**

1. To advocate on behalf of, and deliver interventions to families.
2. To work intensively with children and families who have multiple and complex needs.
3. To work in partnership with parents and other professionals as appropriate.
4. To liaise with pre-schools, schools and voluntary and statutory agencies to promote the support available and collectively identify families who would benefit from the service.
5. Encourage parents to interact with their child/ren in a positive and stimulating manner.



6. To promote equality and inclusive practice.
7. To treat all families with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to a support worker's professional position.
8. Use appropriate resources in the home or group to demonstrate the learning opportunities as appropriate to the age and stage of the child or young person's development.
9. To support and encourage families to access universal activities in their community and ensure school attendance, attainment and positive outcomes are improved and sustained.
10. To ensure that families are accessing appropriate health provision and attending appointments to meet any health needs.
11. Ensure safe and stimulating environments are maintained throughout the support.
12. Promote an environment that safeguards and protects children and vulnerable adults, and when necessary take responsibility for ensuring the appropriate child protection procedures are followed, in accordance with the Staffordshire Safeguarding Children's Board guidelines.
13. To maintain clear and accurate records and produce written and verbal reports using Microsoft Office software packages, ensuring that all personal data is handled in a confidential and sensitive manner and that GDPR guidelines are adhered to.
14. To ensure all policies and procedures are adhered to.
15. To work within the strategies and business plan of the organisation.
16. Take responsibility for meeting targets according to agreed action plans
17. To produce reports in person and in writing as and when required.
18. Keep abreast of developments in family support and safeguarding children and demonstrate an understanding of, and compliance with, relevant procedures, relevant to the safeguarding and welfare of children and vulnerable adults.
19. To attend in-service training, meetings and participate in supervisory appraisals as requested.
20. Any other reasonable duties as may be requested including the delivery of alternative projects.

### **Role specific requirements:**

#### **Job Purpose (Family Support Worker):**

Our vision is to offer Early Help at the earliest point, at the right time, to improve children and young people's life chances and reduce demand for specialist/crisis services. Our Early Help offer includes a range of evidence-based practices and tools including Parenting Programmes, Outcome Star, Early Help Assessments (if required), group sessions etc. to ensure that we respond effectively to the needs and the demands of the whole family and secure sustainable change.

#### **Key Accountabilities:**

1. To make an initial assessment visit in the home following referral.
2. Be able to undertake assessments including Early Help Assessments (if required)/ report writing/ risk assessments and measuring and monitoring outcomes and be able to positively engage with children and their families.
3. To work closely in partnership with a range of multi-agency Partners including relevant practitioners/health visitors/school nurses/pastoral staff/teachers as appropriate.
4. Deliver an appropriate model of early support within the home and/or group setting.
5. To co-ordinate multi-agency responses to plan interventions and monitor progress, with the family at the centre of any actions required.
6. To complete all relevant paperwork including monitoring forms and child, young person's progress forms and ensure all others complete questionnaires and evaluations forms.
7. To work towards agreed targets for service user visits/case closures etc. and utilise reporting procedures in a timely manner, providing accurate and concise information.
8. To be able to work remotely if required.



**Job Purpose (Senior Session Co-ordinator and Support Worker – Harvey Girls & Dads4Dads):**

To plan, resource, organise and lead on the delivery of sessional activities in line with EYFS outcomes and as part of the Lottery funded programme, 'Thinking Differently', whilst also meeting the requirements of our funders.

To support our families attending the sessions and to help improve their health and general wellbeing.

**Key Accountabilities:**

**Senior Session Co-ordinator:**

1. To lead on and be accountable for the delivery of both individual and team objectives in relation to the performance and service delivery for the projects.
2. To provide feedback and appropriate reporting information to the CEO and Funders as required.

**Senior Session Co-ordinator and Support Worker:**

1. To develop and facilitate weekly session-based activities designed with young families in mind at various venues throughout East Staffordshire.
2. To deliver age/stage appropriate activities planned to the EYFS curriculum ensuring that children are learning through play.
3. To complete an Outcome Star with each family, which can be used to plan around specific areas of need.
4. Work in an empowering and motivating way to enable our parents to participate in planned activities and model how to play and engage with their children effectively.
5. Develop group work as appropriate, helping to ensure a safe and comfortable environment and positive outcomes for all members of the group.
6. Maintain positive contact with the parents using the services.
7. To signpost parents to appropriate support services if requested, using identified processes and procedures.
8. Identify the need for, and help support volunteers who will assist with the delivery of the sessions.
9. To work closely with colleagues, ensuring a smooth transition for service users when being referred for ongoing sessional support.
10. To ensure a high standard of delivery is maintained at all times appertaining to Health and Safety, safeguarding and meeting the needs of the children and families present, with particular emphasis on equality and diversity and confidentiality at all times.
11. To ensure that anti-discriminatory practice is promoted at all times.
12. To know the procedure for reporting any injury or accident, also any suspicion of non- accidental injury in accordance with written procedures.
13. Be responsible for administrative duties associated with the Harvey Girls and Dads4Dads sessions e.g. registers, accident and incident books.
14. To transport any equipment to venues used for Harvey Girls and Dads4Dads sessions as required

**Job Purpose (Support Worker – Mixed Martial Arts):**

To work in conjunction with the Mixed Martial Arts Instructor to oversee the general facilitation of the weekly session. This group encourages families to spend more time together in addition to helping young people who struggle with behaviour, low self-esteem, confidence or bullying. Parents are also encouraged to participate in order to enhance communication and family relationships.

**Key Accountabilities:**

1. Work in an empowering and motivating way to enable parents and children to participate in the activities.
2. Be responsible for ensuring the session is conducted in a safe and comfortable environment, with positive outcomes for all attendees.
3. Maintain positive contacts with the families using the service
4. Identify the need for, and help support volunteers who will assist with the delivery of the sessions.
5. To work closely with colleagues, ensuring a smooth transition for service users when being referred to the session for ongoing whole family support.
6. To ensure a high standard of delivery is maintained at all times appertaining to Health and Safety, safeguarding and meeting the needs of the children and families present, with particular emphasis on equality and diversity and confidentiality at all times.
7. To ensure that anti-discriminatory practice is promoted at all times.
8. To know the procedure for reporting any injury or accident, also any suspicion of non- accidental injury in accordance with written procedures.
9. Be responsible for administrative duties associated with the Beyond Black Belt sessions e.g. registers, accident and incident books.
10. To transport any equipment to venues used for Mixed Martial Arts sessions as required.
11. Prepare 'awards' for the children attending the sessions as required
12. Oversee the purchase and preparation of refreshments for the sessions ensuring all purchases are within the agreed budget and expenses are claimed as set out in the Staff Expenses procedure.

**Job Purpose (School Link Worker):**

To work closely with a nominated school with the aim of supporting its students and their families through the provision of outcome focussed work, as identified by the school.

**Key Accountabilities:**

1. To make an initial assessment visit in the home / school following referral.
2. Be able to undertake assessments including Early Help Assessments (if required)/ report writing/ risk assessments and measuring and monitoring outcomes and be able to positively engage with children and their families.
3. To work closely in partnership with a range of multi-agency Partners including relevant practitioners/health visitors/school nurses/pastoral staff/teachers as appropriate and ensure that services are 'joined up' in approach.
4. Deliver an appropriate model of early support within the school and/or home setting.
5. To co-ordinate multi-agency responses to plan interventions and monitor progress.
6. To complete all relevant paperwork including monitoring forms and child, young person's progress forms and ensure all others complete questionnaires and evaluations forms as appropriate.
7. To work towards agreed targets for service user visits/case closures etc. and utilise reporting procedures in a timely manner, providing accurate and concise information.
8. Attend school meetings as appropriate in support of the students.



9. To ensure good communication is maintained with the school, working in partnership to achieve identified objectives.

**Job Purpose (Link Worker - Connect Helpline):**

To support the delivery of the 'Connect' duty helpline, answering enquiries for out-of-hours 'low level' support and providing information or signposting to our preferred partners.

**Key Accountabilities:**

1. To provide telephone support with the aim of tackling loneliness and isolation for the whole family.
2. Support the family to ensure they have a voice and are enabled to engage with community services and be connected with each other.
3. Where applicable, refer families to our Family Support Service or sessional activities as appropriate.
4. To complete all relevant paperwork including monitoring forms and ensure that others complete questionnaires and evaluation forms as appropriate.
5. Be aware of volunteering opportunities with the organisation and identify interested individuals via the 'Connect' service.

**Job Purpose (Link Worker – Cadent 'Be Well, Be Energy Fit')**

Working in partnership with Cadent Gas, to increase the awareness of gas safety in the home and to help reduce fuel poverty especially for the most vulnerable families living in the Lower Super Output Areas of East Staffordshire.

**Key Accountabilities:**

1. To deliver outreach support to families through concurrent projects.
2. To act as intermediary between the family, Cadent and the National Energy Action (NEA) for referring around fuel poverty for grants, advice or guidance.
3. To signpost to relevant external services, if required.
4. To remain professional and non-judgemental at all times, as a representative of both Harvey Girls and Cadent gas.
5. To complete all relevant paperwork including monitoring forms and ensure that others complete questionnaires and evaluation forms as appropriate.

*This job description is not an exhaustive list of duties and you will be required to carry out any other duties, which may reasonably be required of you in accordance with the needs of the organisation. You are also required to be flexible and adaptable in respect of your role.*

*If requested to carry out any duty that you feel may be outside your capability you should report this fact to your immediate superior before attempting the task.*