

Person Specification – Family Link Worker

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of **Family Link Worker**.

This form also indicates how the different requirements may be assessed during the selection process:

A = Application Form, I = Interview, E = Exercise

Family Link Worker			
ESSENTIAL	Method of Assessment		
	A	I	E
Education and qualifications			
NVQ level 3 (or equivalent) in at least one of the following:	<input type="checkbox"/>		
<ul style="list-style-type: none"> • Social care in family or children support • Diploma in Pre-school Practice • Childcare and education • Youth work 			
In addition to:			
<ul style="list-style-type: none"> • Completion of relevant safeguarding training 			
Functional literacy, numeracy, communication and good written and spoken English	<input type="checkbox"/>		
Knowledge of software packages including Microsoft Office	<input type="checkbox"/>		
Employment History			
Relevant previous or current employment or voluntary work	<input type="checkbox"/>	<input type="checkbox"/>	
Experience of multi-disciplinary / multi-agency working	<input type="checkbox"/>		
The Project			
Experience of intervention work with children, young people and families	<input type="checkbox"/>	<input type="checkbox"/>	
Knowledge of the voluntary sector and the roles and responsibilities of voluntary management committees	<input type="checkbox"/>	<input type="checkbox"/>	
Experience of managing/prioritising	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to process and collate information	<input type="checkbox"/>		<input type="checkbox"/>
Ability to prepare reports and information	<input type="checkbox"/>		<input type="checkbox"/>

Family Link Worker			
Supporting families			
Understanding of the needs of families, especially young parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of child and young people's development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of family support approaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of intervention programmes that work with children and young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of working with groups (children, young people and/or families)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of current legislation and policies relating to children and families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing Others			
Experience of effective working in a team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to work under own initiative and self-sufficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in partnership and in the wider context			
Knowledge of the roles of agencies providing services for children and families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to form positive working relationships with other professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotional skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self management/personal attributes			
Effective communication skills and interpersonal skills i.e. listening, face to face, using the telephone, writing reports and keeping records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to take responsibility for own case load – with supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to engage with hard to reach individuals / families using programmes of intervention and set achievable targets for change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to develop and maintain professional relationships with children, young people and their parents / carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A positive and creative approach to tackling tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of and commitment to equal opportunities and anti-discriminatory practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of the need for professional boundaries and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good written and verbal communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding and awareness of Safeguarding/Child Protection Legislation and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Negotiating skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Family Link Worker			
Special requirements			
Enhanced DBS disclosure is required for this post	<input type="checkbox"/>		
Ability to work flexibly with some evening or week-end work as required		<input type="checkbox"/>	
Willingness to access training opportunities		<input type="checkbox"/>	
Full driving licence valid for use in the UK and access to a car (relevant Business use insurance cover required)	<input type="checkbox"/>		
Ability / willingness to travel from location to location	<input type="checkbox"/>	<input type="checkbox"/>	
Eligibility to work in the UK	<input type="checkbox"/>		

DESIRABLE			
Experience of working with hard to reach families	<input type="checkbox"/>	<input type="checkbox"/>	
Able to carry out a range of assessments including Early Help Assessments	<input type="checkbox"/>	<input type="checkbox"/>	
Able to carry out programme assessments with individuals / families	<input type="checkbox"/>	<input type="checkbox"/>	
Experience of researching packages of family support	<input type="checkbox"/>		
Able to chair 'Team around the Family' meetings or take minutes	<input type="checkbox"/>	<input type="checkbox"/>	
Knowledge of Parenting Programmes, e.g. Triple P, Strengthening Families	<input type="checkbox"/>		
Able to maintain manual and computer records in accordance with policies and procedures	<input type="checkbox"/>		
Relevant experience or training, for example, Youth Worker, Social Care or Health worker, Child carer		<input type="checkbox"/>	
Able to represent the service in other settings		<input type="checkbox"/>	
Experience of work in the voluntary sector or as a volunteer	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to develop and facilitate training	<input type="checkbox"/>	<input type="checkbox"/>	

Competencies (Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)	
<i>Core Values of the organisation</i> (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	<i>Indicators of Expected Performance</i>
<p><u>Adapt to change</u> React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</p>	<ul style="list-style-type: none"> • Accept change is ongoing • Be open to new ideas/understand what good looks like • Look for new and better ways of doing things • Remain focused on goal • Learn from change • Understanding of charitable objectives which drive the organisation
<p><u>Communicate well with others</u> Listen to the needs of others and convey information clearly and accurately</p>	<ul style="list-style-type: none"> • Be patient, polite, approachable and helpful • Empathise with people from all backgrounds and cultures • Respect opinions and views of others • Tell the right things to the right people at the right time in the right way • Present written material in a professional way • Use discretion appropriately, maintain confidentiality at all times • Adapt to any special communication needs people have • Use body language effectively and understand its effects on others
<p><u>Get the best out of self and others</u> Continuously strive to improve one's knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</p>	<ul style="list-style-type: none"> • Rise to the challenge of doing a difficult task • Show confidence in own ability and expertise • Know own job and know themselves • Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods • Learn from mistakes • Take constructive criticism positively • Recognise own strengths and weaknesses including any stereotypes or prejudices
<p><u>Impress the family</u> Ensure service provided consistently meets the family's needs</p>	<ul style="list-style-type: none"> • Understand how actions impact upon the quality of family service • Think from the family's perspective; show empathy to the family's situation and any special needs • Listen to the families and address all relevant concerns

	<p>and needs</p> <ul style="list-style-type: none"> • Take responsibility for achieving an outcome • Act on promises and meet deadlines • Be knowledgeable and well-informed, provide relevant and accurate information to families • An awareness of the complaints procedure
<p><u>Work well with others</u> Contribute towards working as part of a team and involve others through liaising and building trust</p>	<ul style="list-style-type: none"> • Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and how they impact upon each other • Be aware of own role in the organisation and how it contributes to the organisations strategy • Be aware of the management structure within the organisation – Trustees

Please note:

Induction and Training received on start of position:

- Individual training on policies and procedures and service standards
- Safeguarding Training
- Estimated completion on induction and training will be 6 months.

Working Environment

- General working from office - based in Horninglow or Winshill, Burton on Trent.
- Sessions run from venues across Burton.
- 'One to One' Outreach is delivered within client's homes throughout East Staffordshire.
- School Link Workers are based in local schools
- Staff are required to maintain a high level of confidentiality at all times.