



Job Description

Job Title:	Children and Families Support Worker
Location:	Bristol
Contract type:	Until March 2027 (Funded with a grant from Children in Need)
Accountable to:	Family Support Team Leader
Salary:	Grade 3 £31,133 and essential car user allowance of £802 per annum
Hours:	37.5 per week
Leave:	30 days holiday per annum plus bank holidays

About Shelter

A home is a fundamental human need, as essential as education or healthcare. Yet millions of people across Britain struggle on a daily basis with homelessness, bad housing conditions, soaring rents, discrimination and the threat of eviction.

Above all we seek a transformation in housing policy, including investment in homes people on low incomes can actually afford – an investment that has been missing for decades and from all political parties, so that now the human cost has become intolerable.

We need ambitious, best-in-class individuals who are passionate about our cause to join us at this exciting time. This is your chance to play a part in the fundamental change we are striving to achieve.

Why Join Shelter?

We welcome anyone to apply who possess the qualities and behaviours outlined or who believes they have the propensity to learn them fast. You will be joining an inclusive and supportive team who welcome people from all backgrounds. What's important isn't your level of education or the opportunities which you have had, it's about you and how you seize the opportunities ahead of you.

We are happy to talk about flexible working, personal growth, and to promote a workplace where you can be yourself and achieve success based only on your merit. We also offer the following benefits:

- Flexible working hours
- Flexible working practices
- 30 days paid holiday plus bank holidays
- Competitive pension scheme
- Salary sacrifice schemes

Diversity Statement

At Shelter we are united by our purpose to defend the right to a safe home; our enemy is the social injustice at the core of the escalating housing emergency. We believe to win that fight; we must be representative of the people we are here to help and those who support our movement for change. In all our people decisions, we take pride in being inclusive, fair, equitable and transparent.

We have committed to combat racism both within and outside Shelter and welcome you on our journey to becoming a truly anti-racist organisation.

About the team

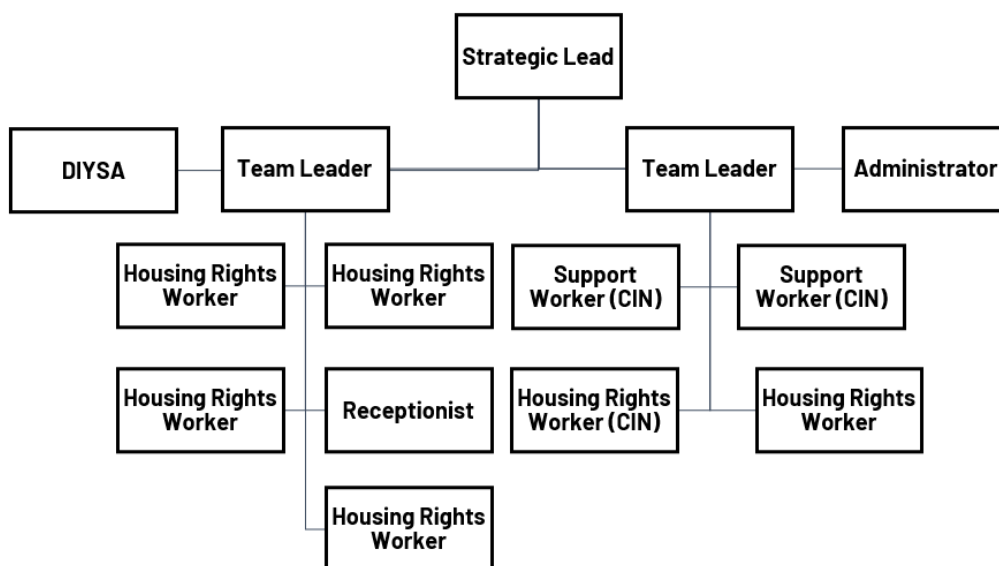
Shelter Bristol has been providing housing advice and support to the city's residents, specialising in emergency homelessness work, intensive support to children and families, people experiencing domestic abuse, and people experiencing multiple disadvantage. We wrap a range of functions around a person to help them holistically – including high intensity support, legal representation, practical DIY assistance, and specialist housing advice. This

ensures we can help an individual to address a range of inter-connected issues that may be impacting on their ability to sustain accommodation and thrive within the community. These issues include physical and mental health conditions, drug and alcohol use, income and money management, and domestic abuse.

We provide frontline support to members of the public living in the Bristol area whilst simultaneously working to improve the underlying systems that prevent people from living securely in suitable, safe, affordable accommodation.

There are currently around 30 individuals working in the Hub, including the Strategic Lead, Lead Solicitor, Team Leaders, Solicitor, Housing Rights Workers, Children and Families Support Workers, DIY Skills Advisor, Administrator and Receptionist. We also have a range of volunteers.

The service sits within the South West region in Shelter.



About the role

The post holder will hold a caseload of families, acting as key worker, supporting them to resettle or to prevent homelessness. The role will primarily focus on those households where there needs to be some tailored intervention around the needs of the children in order to stabilise the housing situation and to enable the family to thrive. The Children and Families Support Workers provide this intensive, tailored support to the child and family as part of a whole family approach in a 121 setting and through group work.

This service delivers support in a person-centred and empowering way, working with service users not for them. Outcome focused support plans are developed with every service user. Service users are central to and actively involved in the development and implementation of their own support plan. They are also encouraged to contribute to the wider service development wherever possible.

Successful outcomes are achieved through the development of trusting and positive relationships with service users that result from using a strengths-based approach. Service delivery takes place within service users' own homes, within schools and community venues, as well as at Shelter premises where appropriate. Most of the work will be face to face but will also involve telephone contact and letter writing as appropriate. The role also involves liaison with agencies such as schools, local authority, police and social care. Excellent all-round communication and interpersonal skills will be needed.



Service user needs are often complex, challenging and longstanding and it is necessary to look beyond the presenting issues to the underlying needs. A good knowledge of the social, health and educational needs of children and families will be needed as the role uses a holistic approach. Service users may also be experiencing issues relating to child or vulnerable adult safeguarding. It is therefore vital that support staff maintain an up to date knowledge of all relevant policies and procedures.

The role will require visits to clients' homes and schools across the city. In order to make this as efficient as possible, the post - holder must have a valid driving license and be willing to use their vehicle for work purposes. Essential car user allowance will be paid.

Role Specific Responsibilities

Support Work

- Provide information, advice and advocacy for client's complex needs
- Undertake needs and risk assessments
- Identify housing related support needs for families
- Provide information, advice and advocacy for clients
- Develop an outcome focused support plan with families which is user led
- Provide flexible support, including support in people's homes and a variety of settings
- Deliver 121 and group work with young people and their families as appropriate
- Undertake all monitoring as required
- Act on advice and support from the Team Leader as appropriate on cases

General

- Work within strategic and legislative framework
- Develop, maintain and coordinate effective working relationships with external agencies
- Undertake group work
- Ensure all work meets both external and internal quality, contractual, performance and professional targets and standards
- Ensure client details are entered onto case and data management systems accurately and punctually
- Identify cases requiring further help (specialist advice, alternative support) and refer as appropriate
- Maintain and develop advice/support knowledge and expertise.
- To identify and promote good practice issues relating to working with households.
- Work in accordance with the Service operating model.
- Other tasks as delegated by the Team Leader.

About you

- You will have knowledge of the following areas and be able to apply this to your support work:
 - child development and an understanding of the needs of homeless families and children.
 - homelessness and housing legislation, ASB legislation, welfare benefits that affect families.
- You will have experience of working within a safeguarding framework and be able to demonstrate your role within this.
- You will have the skills to proactively network and gather information, as well as having skills in advocacy, negotiation and problem solving
- You will have experience of managing a caseload and have excellent skills in prioritisation, organisation and boundary setting.
- You will have experience of supporting parents and children with complex needs and developing parent and child activities, including through play.
- You will be able to use a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, internet and email etc. The ability to type is essential.
- Ability to drive and access to a vehicle for work purposes

Required behaviours



The Shelter Behaviours demonstrate the attitudes and approaches we take to our work; from how we do things, how we treat each other and expect to be treated both internally and externally. They help us to have the culture we need to deliver our ambitious strategy.

At Shelter we have 5 overall behaviours, that are each made up of 3 descriptors, these are outlined below.

We work together to achieve our shared purpose

- by actively collaborating and putting trust in the people we work with
- by recognising the contribution of others
- by carefully considering the “how” when taking on new projects and initiatives

We prioritise diversity and have an inclusive and open mindset

- by not tolerating and actively tackling racism and any other forms of hate and discrimination
- by creating safe spaces for people to be their authentic self, challenge each other and learn
- by being compassionate towards the people we work with and prioritising each other’s wellbeing

We enable decision making

- by giving people the tools, they need to make well informed decisions
- by being accountable for the decisions we make
- by delegating authority to those closest to the work

We create change and align behind our strategy

- by participating in change initiatives that deliver our strategy
- by supporting tough strategic choices
- by saying no to work that does not serve our purpose

We are open to risk and learning from our experiences

- by learning from our failures and successes
- by being reflective and giving and receiving feedback
- by being proactive and taking initiative

Other information

- All staff should adhere to Shelter’s Equality Policy and will be expected to play a key role in its successful implementation.
- This post is not exempt from the Rehabilitation of Offenders Act.

Please note

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.