

**NEXT LINK JOB DESCRIPTION**

**Post:** **Family Support Worker Permanent Contract**

**North Somerset**

**Responsible to: North Somerset Team Leader**

**Hours: 37.5 hours per week**

**8.30am – 5.30pm**

**Some additional evening and weekend working on a rota basis**

**Salary: Point 12 £24,496 per annum**

**JOB PURPOSE:**

This post will work within an integrated team within Next Link Domestic abuse services.

* Working with families, in particular children and young people (CYP) aged 0 – 17who may have experienced or witnessed domestic violence and abuse and are supported in Next Link’s Resettlement and Community services and accommodated within our Safe Houses.

**MAIN OBJECTIVES:**

* To provide a high quality service and co-ordinated package of on-going emotional and practical support to CYP who are suffering effects from the trauma of, or have experienced domestic abuse
* To provide personal welfare support to CYP and to ensure that families in the safe house are provided with a safe, supportive and welcoming environment and to maximize the family’s safety when providing support in the community.
* To be responsible for co-ordinating and managing play and educational activities for children in the community and safehouses. This includes weekend and holiday activities.
* To work with children and young people to help them to become integrated into a new or existing community or safehouse, including getting children placed in schools/nurseries and registered with doctors.
* To develop positive, trusting relationships with CYP of all ages and work in a child focussed way.
* To have a Think Family Approach by ensuring:
* CYP’s voice is central to informing services
* Addresses safety, educational, health and emotional needs
* Supports them understand their experience
* Equips them with skills to recover and grow up to form positive, equal, safe relationships.
* Champion service user empowerment and involvement of CYP by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* To liaise effectively and collaboratively with all appropriate agencies relating to CYP / family welfare.

## PRINCIPAL RESPONSIBILITIES

1. **Assessment and Support**
   1. Carry out assessments that effectively establish the support needs of CYP/ families using our services.
   2. Using the Children and Young People Outcome Star develop and agree a written support plan with the CYP and their mother that reflect the child’s physical, emotional, cultural and practical support needs. Review the plan regularly, record outcomes achieved and changes/ future goals.
   3. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups
   4. Work with CYP in the community who may still be living in abusive situations, to help them form a safety plan, build resilience, develop coping mechanisms and have a place to express their feelings.
   5. Provide support to families as part of an integrated approach, by working collaboratively with other Next Link community based or safe house support workers, ensuring that the CYP support plan is shared with the wider team ensuring the support for the whole family is structured and co-ordinated.
   6. Help CYP resettle into their new home/ safe house and community including where appropriate finding new nurseries/ schools, age-appropriate activities after school and in school holidays.
   7. Liaise closely with outside agencies including schools, social care and health workers/ visitors. Where appropriate facilitate referrals for parenting support.
   8. To maintain knowledge of local services, encourage engagement and reduce the families isolation
   9. Provide 1-1 and group work support and encourage CYP to develop their own support network.
   10. Where necessary to make referrals to specialist agencies including counselling, CYPS and other voluntary agencies.
   11. Support with family court issues including Cafcass assessments.
   12. Working in collaboration with the other Family Worker and Volunteers plan, co-ordinate and provide Playscheme and family day activities appropriate to statutory school holidays and a wider range of play activities, after school clubs,
   13. Where there is a danger of children being removed by the perpetrator help her to apply for a residency order, prohibitive steps/ complete a reunite pack
   14. Working within an integrated team be alert and responsive to the needs of the wider service and service users whether they are in the resettlement/community services or safe house.
   15. Safeguard the welfare of children, young people and adults at risk, working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk.
   16. Working in line with Next Link policies/escalation processes refer to First Response following all concerns about child safety including child sexual, physical, emotional abuse and neglect. Follow North Somerset Safeguarding Board’s FGM/Forced Marriage protocols, liaise with allocated social workers, attend case conferences, SAF, and monitor children subject to child protection plans.
   17. Support mothers to establish safe contact arrangements with fathers including using supervision centres. Where there is a danger of children being removed by the perpetrator ensure schools/nurseries know only the mother can collect the children
   18. At an appropriate time and in a planned way, negotiate and agree with the CYP and their mother the planned withdrawal of Next Link’s support.

**2. Record keeping and monitoring**

* 1. Maintain up to date, accurate, legible and accessible records of all work and contact with families, other agencies/professionals and others (e.g. wider family), ensuring that they meet the requirements of data protection and confidentiality.
  2. Ensure all client records, outcome and monitoring data is accurately recorded using the Paloma case management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.
  3. Adopting a Think Family approach Regularly seek and record children’s views regarding the service, and to aim to improve the service based upon this feedback.

**3. Developing of self and others**

* 1. Actively participate in regular one-to-one supervision, reflective practice groups, annual appraisals.
  2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
  3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
  4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

**4. General**

* 1. Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
  2. Uphold the values and good name of Next Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
  3. Work flexibly within a team setting, liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
  4. Provide cover for and assist in the delivery of the Duty telephone helpline
  5. Work within a rota system including regular evening and weekend work and take part in the on call rota as required.
  6. Work within Missing Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
  7. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
  8. Observe organisations equal opportunities, confidentiality, data protection policies.
  9. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
  10. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***