

**PERSON SPECIFICATION**

**FEMALE FAMILY SUPPORT WORKER**

**Resettlement / Community services and safehouse**

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|  | **Essential** | **Desirable** |
| Skills | * Numeracy and literacy to GCSE level/NVQ 2 or equivalent * Ability to maintain accurate and up-to-date records of contact with service users, other support related information and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software * Ability to assess the support needs of families, specifically children and young people who have experienced or witnessed domestic abuse * The ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries * Ability to proactively organise and develop child centred activity programme that meets the needs of diverse CYP * Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system * Ability to work in partnership with a wide range of statutory and voluntary agencies, to achieve outcomes for service users * Ability to communicate effectively, both written and verbal, with a range of people * Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent | * Proven ability to develop and support volunteers * Ability to apply psychologically informed practice * Ability to work with a recovery focused approach * MiDAS minibus driving qualification |
| Knowledge | * Knowledge and understanding of the emotional and social impact of violence and abuse on CYP’s lives * Knowledge of health and safety issues, especially those relevant to children and young people * Demonstrable knowledge of child protection issues and a wider understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns * A comprehensive knowledge of current general and welfare rights legislation as it effects children and their parents fleeing domestic violence e.g. maximising welfare benefit entitlement/ homelessness legislation /injunctions/immigration. |  |
| Experience | * Experience of providing emotional and practical support to children and young people seeking support/advice (e.g. social services, residential work or voluntary sector). * Experience of co-ordinating social, educational and cultural activities for CYP * Proven experience of working with children at risk * Experience of carrying out needs assessments and delivering outcome focussed support to families in an engaging and empowering way * Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues * Experience of working in a team setting and demonstrating strong interpersonal communication skills * Able to work on own initiative | * A relevant professional qualification in play, youth or children’s studies * Experience of delivering women only services * Experience working with people with mental health needs, or people with complex needs |
| Values | * A commitment to the Victim’s Code of Practice * An understanding and commitment to meeting the needs of vulnerable families * Commitment to diversity and equal opportunities at work * Commitment to service user participation and involvement * A commitment to empowering CYP, supporting them to make their own decisions |  |
| Other | * Be available and committed to be part of the out of hours on call rota and work flexibly including some evenings and Saturday mornings on a rota basis * A current, full driving licence and access to a car |  |

***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.***

***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 Equal Opportunities.***