

Job Description

Job Title	Family Support Worker
Directorate	Children and Young People's Services
Service Area	Children's Social Care
Grade	5
Competency Level	1
Salary	£30,060 – £34,314
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Enhanced DBS with Child Barred List (Child Workforce)
Job Evaluation Ref No	A8137

Job Purpose

To provide intense, targeted family support to vulnerable, disadvantaged children, young people, and their families/carers to prevent family breakdown.

Effective delivery of a range of targeted, outcome focused support aimed at maintaining family stability.

Directly Responsible For:

This post does not have any line management responsibility.



Directly Responsible To:

Team Manager / Deputy Team Manager

Main Areas of Responsibility:

- To assist and support families by contributing to the development and implementation of support programmes, to help assess the needs of children, to help prevent home/placement breakdown and reduce and manage risk
- To provide high level / intensive support to children, young people and families via direct work programmes and other creative / innovative methods of intervention both in and out of usual office hours in accordance with need and service requirements
- Contribute to planning and organisation of an appropriate range of resources, to liaise with other professionals, statutory, voluntary and community resources to ensure the best possible service is provided to the service user
- Maintain accurate, appropriate, and timely records of work undertaken and carry out required administration procedures in accordance with practice standards, including Contact Records, Reviews, Child Protection Conference Reports, and Court Reports which must be stored in accordance with current and identified practices
- Make use of Information Technology as required by the City Council
- Prepare for and attend supervision sessions in accordance with City Council's / Children's Social Care Supervision policies, procedures, and good practice guidelines
- Attend and contribute to staff meetings / briefings
- Attend children and young people's reviews, planning meetings and conferences, making positive, constructive contributions towards plans and desired outcomes for children and young people

- Make use of all training and developmental opportunities, apply to practice, and demonstrate responsibility for own continued professional development
- Contribute to evaluation and development of services and new ideas by sharing knowledge about theory, skills, and practice with other Children's Services staff, professional groups and interested bodies
- Establish positive and meaningful working relationships with service users whilst actively engaging them through consultation, participation, and partnership
- Listen to, hear, observe, record, and respond to the voice / daily lived experience of children, young people and their families, placing them at the centre of practice and performance
- Maintaining an up-to-date knowledge through training, reading and supervision of the legal framework and responsibilities relevant to the requirements and accountabilities of the post
- Comply with all policies, procedures and good practice guidelines relating to General Data Protection Regulations
- Work within a performance management framework to carry out duties to the highest standard of professional practice, consistent with all City Council policies, procedures, codes of practice, vision, aims, values, and principles
- Embed and deliver a range of practice models within all aspects of work
- Undertake other work as may be determined by the Director of Children's Services from time to time, up to a level consistent with the principal duties and responsibilities of the job role
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- This post does not have any supervisory or line management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post involves both office and field work. Hence it involves sedentary work and the need to travel to appointments

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan



Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Evidence of basic educational achievement; NVQ Level 3 childcare or equivalent in a related field of work (A)
- A commitment to undertaking further training and development (A)

Experience

Desirable

- Experience of working in an appropriate childcare setting

Skills/Abilities

Essential

- A record of proven ability and competence of direct work with vulnerable children, young people, and their families (A/I)
- Knowledge of relevant childcare and other related legislation (A/I)
- Knowledge and experience of implementing evidence-based models of practice in response to identified concerns, aimed at supporting and maintaining family functioning and stability (A/I)
- Good communication skills – verbal, written and listening skills (A/I)
- Sound knowledge of signs and symptoms of child abuse/exploitation (A/I)



- Ability to respond to families in crisis, working innovatively to devise and deliver targeted / needs led interventions for children, young people and their families (A/I)
- Commitment to working flexibly and supporting families outside of usual office hours (A)

Desirable

- An understanding of achieving service objectives within a performance management framework
- Demonstrable knowledge of child development
- Ability to communicate effectively with stakeholders and key partner agencies
- Ability to offer practical parenting advice and support
- Ability to demonstrate & promote a commitment to equalities & anti-oppressive practice
- Competent IT skills
- Ability to prepare and present reports

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring (DBS) check at the appropriate level
- Essential Car user – must have access to a car for work use

Service Hours are 8.00am – 6.00pm. Please note you may at times be required to work beyond the hours of 6.00pm in accordance with service need for which relevant allowances or compensatory time off will be attributed.