

Job Description

Job Title	Family Support Worker
Directorate	Children and Young People's Services
Service Area	Adoption / Adoption in Merseyside
Grade	5
Competency Level	1
Salary	£31,022 - £35,412
Job Type	Hybrid
Location	City wide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	



Job Purpose

To assist and support children and families to prevent breakdown and maintain family stability.

Organising and delivering a range of post order support packages / programmes to children and families.

Directly Responsible For:

This post does not have any line-management responsibility.

Directly Responsible To:

Team Manager

Main Areas of Responsibility:

- To assist and support families by contributing to the development and implementation of post order support programmes, to help prevent home/placement breakdown and reduce and manage risk.
- To case manage and review post order support cases and maintain records of work to an excellent standard. To carry out required administrative procedures; including contact records, written reports and financial reviews as required.
- Contribute to the assessment, planning and delivery 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 child and family.

- To provide support to children, young people and families both in and outside of usual office hours in accordance with need and service requirements.
- Fully utilise Information Technology as required by the City Council.
- Prepare for and attend supervision sessions within the Portfolios Supervision Policy.
- Attend staff meetings, reviews, planning meetings and conferences and contribute towards plans and objectives for children and young people.
- Make use of all training and developmental opportunities and to share responsibility towards own professional development.
- Contribute to evaluation and development of services and new ideas by sharing knowledge about theory, skills, and practice with other Social Services staff, professional groups and interested bodies.
- Establish working relationships with service users and actively engage them through consultation, participation and partnership. Ensure that service user's views are always sought and recorded.
- Maintaining an up to date knowledge through training, reading and supervision of practice and the legal framework and responsibilities relevant to the requirements and location of the post.
- Work within a performance management framework to carry out duties to the highest standard of professional practice, consistent with all of the City Councils policies, code of practices, vision, aims and top line outcomes.

- Undertake other work as may be determined by the Principle Officer of the Portfolio from time to time, up to a level consistent with the principal duties and responsibilities of the job.
- 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 at the time of writing.

Supervision and Management Responsibility:

This role has no supervision or 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/I)

Experience

Essential

- Experience of working in an appropriate childcare setting (A/I/P)

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, particularly in relation to adoption (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)

- An understanding of achieving service objectives within a performance management framework (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/I)

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 Service (DBS) check at the appropriate level (Delete if not applicable)
- Essential Car user – must have access to a car for work use

