

Job Title: Children and Family Worker

Service: Operations

Reports to: Service Manager or Deputy Manager

Direct Reports: None

About The Role

The Children and Family worker plays a vital role in an integrated team to contribute to creating a safe, stable, and nurturing environment for children and their mother's, providing pathways, support, and appropriate interventions to enable resettlement. They will empower and motivate our residents to achieve their personal goals and gain a level of recovery and confidence that enables them to move on to independent living.

The role will support various teams by co-producing a tailored support plan which is to the individual needs of the resident through a recovery model providing trauma informed and enabling environments to achieve this. The post holder will work with external partners, agencies, and commissioners to deliver safer, more integrated services to support our residents.

You will work in accordance with service specifications and agreements to provide a flexible service which is responsive to individual needs.

About the Post Holder

The post holder will be able to demonstrate compassion, empathy, empowerment, and support to our residents in a trauma informed approach, and able to communicate effectively whilst building purposeful relationships with people from different backgrounds, respecting equality, diversity, and inclusion. They will be able to work with varied community groups, build external partnerships, and be confident working in the given setting. They will be comfortable with lone and group working and have a passion to provide high quality care and support to others.

The post holder will be resilient and have the desire to support our residents and participants, in a flexible approach to meet various needs.

Key Responsibilities

CHILDREN AND FAMILY RELATIONSHIPS

- Provide parenting advice to support mothers and their families.
- Provide stimulating play opportunities to encourage children from all backgrounds to develop and express themselves, as well as support the children with their general learning, homework, and literacy.
- Support with early learning development, supporting mothers through advice and activity packs which aid their children's learning and development.
- Deliver family sessions to support contact orders by social services and other organisations, as well as to help rebuild relationships, life skills, confidence, reliance, self-esteem and manage trauma.
- Offer age-appropriate sessions to children to provide a safe, encouraging, and development led environment which provides meaningful and memorable experiences.
- Work with residents and their keyworkers to understand complex needs to help build children's and their families lives.

SUPPORT WORKING

- Build and sustain trusting and respectful relationships with our residents, including children.
- Create a safe, stable, psychologically informed environment which is nurturing to children and families.
- Provide support for residents, contributing to the development of support plans, risk assessments, reviews, regular support sessions and other personal development activities.
- Support with reducing barriers to reintegrating into communities, and re-developing confidence, skills, and coping mechanisms to support those with previous trauma.
- Develop and sustain therapeutic relationships with our residents, providing practical and emotional support with a trauma informed approach to ensure they are always treated with respect and dignity. Deal with sensitive information in a professional manner.
- Explore the most appropriate methods and resources for meeting activity needs, participate in and encourage residents to participate in the running and development of projects, social enterprises, training, and other activities in-house and externally.
- Ensure our residents understand their rights and responsibilities, with access to the right tools, networks, and resources to support them with their personal goals.
- Provide advice, information, guidance, and life skills training as relevant.
- Recognise signs of deteriorating mental health and initiate appropriate interventions to prevent crisis.
- Complete safeguarding and other signposting referrals as required.
- Support named residents and participants with various personal needs as required.

ADDITIONAL RESPONSIBILITIES

- Attend appointments as and when required in support of residents.
- Keep up to date with training and changing legislation relating to the safeguarding of children.
- Maintain high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Undertake shift lead responsibilities on rotation, taking responsibility for ensuring day-to-day support delivery is effective, with staff carrying out their designated responsibilities, alongside ensuring resident and service-specific follow up actions are completed.
- Develop and maintain effective and purposeful relationships with internal and external persons and agencies.
- Work closely with the team to monitor, gain feedback, evaluate, and develop the service for continuous improvement.
- Housing Management responsibilities, ensure residents and staff are safe, and the surroundings are kept clean and well maintained.
- Administration duties will vary. This includes maintaining confidential records in a timely manner and containing information in accordance with relevant statutory and organisational policies.
- Other duties may include but not limited to maintaining clean, and tidy offices and communal areas, removing rubbish, reporting repairs and ordering/replenishing supplies.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capacity and level of the position.



Person Specification

Qualification and Experience:	Rating
Understanding and/or experience of working with people of complex backgrounds	Essential
Previous experience and/or in-depth knowledge about working with children who have experienced trauma	Essential
Previous experience creating co-produced support plans, key working, and care planning, providing appropriate interventions for service users	Desirable
Previous experience providing housing support and practical assistance within a residential support role	Desirable
Appropriate Professional Qualification in: Social Care, Early years Education, Certificate in Childcare or other relevant	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, basic Microsoft experience	Essential
Understanding of the trauma children and families may go through due to domestic violence and other previous experiences	Essential
Understanding of the social needs and support required for people with multiple and complex needs	Essential
Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with various challenging backgrounds, mental health, addiction, exploitation, homelessness, and previous convictions	Essential
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice, and mental health	Desirable
Ability to Recognise signs of deteriorating mental health and initiate appropriate interventions to prevent crisis	Desirable
Personal Characteristics	
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Ability to influence and negotiate positive outcomes with others	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential