

Job Title: Children and Family Worker

Service: Operations

Reports to: Service Manager or Deputy Manager or equivalent

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 resilient, flexible and driven to provide high quality, effective and person-centred support to others in a trauma informed approach. They will be able to work with varied community groups, build external partnerships, and be confident working in the given setting, communicating effectively with people from different backgrounds, respecting equality, diversity, and inclusion. They will be comfortable with lone, and group working.

The post holder will be compassionate, supportive, and empowering to others, comfortable working in a fast-paced and constantly changing environment. They will have a nonjudgmental approach and support us in achieving our mission to empower people by building powerful partnerships and creative solutions that bridge gaps in provision and aid recovery, reablement, and resettlement.

Key Responsibilities

CHILDREN AND FAMILY RELATIONSHIPS

- Support parents to feel confident, empowered and supported in their parenting.
- 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

- Maintain high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Ensure service responsibilities and requirements are carried out effectively. This includes but is not limited to welfare checks, risk assessments, support sessions, safeguarding checks, training and development, and other responsibilities required for effective service delivery.
- 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.
- 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.

RISK MANAGEMENT, INFORMATION MANAGEMENT AND CASE RECORDING

- Take immediate action with incidents and emergencies, taking lead when possible and work collaboratively with the team to ensure immediate safety of staff and residents. Ensure appropriate safeguarding measures are implemented.
- In line with SIG's Theory of Change, carry out strengths-based assessments of need and risk and deliver holistic support and risk management plans, enabling residents/participants to achieve their aspirations and keep themselves safe.
- Follow the relevant safeguarding, risk assessment and management procedures, record, and share any relevant information with partner agencies as appropriate.
- Ensure all case recording, and information is accurately recorded in a timely manner, ensuring electronic records are protected in line with GDPR, and kept up to date and written to a high standard.
- Ensuring a proactive approach to identifying and reporting community risks associated with our resident group and SIG-owned or managed properties.

PROPERTY AND HOUSING MANAGEMENT

- Support with creating a welcoming, psychologically informed home environment for residents and participants, ensuring a continuous focus on safety, health, and wellbeing.
- Ensure the accommodation in which residents live in and surrounding areas are clean, safe and maintained to a high standard, in line with SIG's property standards and meets all legal and statutory health and fire safety requirements to operate safely, effectively, and efficiently.
- Ensure all repairs and maintenance issues are correctly reported and managed through to completion.
- Provide a high-quality housing management service to residents in any capacity as required.

ADDITIONAL RESPONSIBILITIES

- Work flexibility in working patterns and duties, responding to the needs of the service, team, and residents/participants. 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.
- 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.
- 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 is not limited to; maintain clean and tidy environments, removing rubbish, reporting repairs, ordering supplies, and other general duties.

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. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Understanding <u>and/or</u> experience of working with people of complex backgrounds	Essential
Previous experience <u>and/or</u> 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	
Ability to use, learn and adapt to IT at an intermediate level, including Microsoft and other software programs.	Essential
Understanding of the trauma children and families may go through due to domestic violence and other previous experiences	Essential
Ability to Recognise signs of deteriorating mental health and initiate appropriate interventions to prevent crisis	Essential
Understanding of the social needs and support required for people with multiple and complex needs	Essential
Ability to influence and negotiate positive outcomes with others	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
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Ability and willingness to show flexibility of working patterns, responding to the needs of the service and residents	Essential
Ability to promote the service and provide outreach-based provision, with an ability to liaise and work effectively in partnership with stakeholders	Essential
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice, and mental health	Desirable
Personal Characteristics	
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
Alignment with our mission and core values and genuine care to support residents	Essential



Penrose

Equinox

Pathways to
Independence

SIG Housing Trust

Safe Ground