

# Job description

**Job title: Family Services Practitioner: Children, Families and Young People 0-19**

**Reports to: Manager of Services for Families & Young People**

**Salary: £32,642 per annum**

**Contract: Permanent, Full Time (35 Hours)**

## About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of everyone through six key services: residential; family support, legal advice, employment, education, and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

## Team context:

This role reports to the Manager of Family and Young People Services. There are 5 members of the team in total, with four Family Services Practitioners and the Manager of Family and Young People Services.

## About the role:

The overall purpose of this role is to work effectively as a member of the Family Services staff team in line with the organisation's strategic aims, objectives, and outcome-based approach to reach the Centre's goal of helping children and families achieve improved long-term outcomes, greater resilience, and wellbeing.

**Work pattern:**

This role requires flexibility to allow for changes to the weekly rota to meet the needs of our clients.

The Family Centre is open on Saturdays and will require some Saturday working. The work pattern rotates from Tuesday – Saturday or Monday – Friday.

This role involves working with the team to assist with the development and delivery of the Family Services outreach offer.

**Job description:**

1. To assist with the provision of our whole family holistic approach and to support parents and children in our Family service through a mixture of outreach support and the delivery of a range of learning and play activities.
2. Plan and support safe, creative, inclusive, and appropriate play and learning opportunities for children and young people from a range of age groups.
3. Assist in planning and delivery of interventions that will enable a responsive approach to the needs of children and their families.
4. Assist in the signposting and the provision of practical help and emotional support to families experiencing housing and or financial insecurity.
5. Develop positive relationships with families and assist in the delivery of whole family activities that build on togetherness, confidence, access to opportunities and resilience.
6. Ensure that children are supported with their learning through activities such as after school, homework clubs and other activities when required.
7. Collaborate with other professionals to facilitate access to relevant services.
8. Provide support to parents through signposting to activities such as ESOL, and internal and external and services when required
9. Ensure that activities are carried out in a safe and responsible manner in accordance with national standards for out of school provision and the Centre's own policies and procedures.
10. Carry out any other reasonable request asked by the management team and work within the Centre's agreed values.

**Person specification**

**Essential:**

1. Minimum level 2 or equivalent of a recognised qualification in play work or working with children and young people across the ages e.g. Play Work, Children and Young Peoples Workforce 0-19
2. Experience of working with children, young people, and parents.
3. A thorough understanding of equality and diversity.
4. Awareness of Health & Safety and practical hygiene issues.
5. Ability to work independently and as part of a team.

6. Good organisational, record keeping and planning skills and good digital literacy with a range of IT skills (inc experience of Word, databases, emailing and using internet as a research tool).
7. Ability, flexibility, and willingness to take on other responsibilities or duties as deemed necessary by the Service Manager
8. A strong commitment to the Centre's mission, values, and behaviours; a strong belief in the value of every individual.

**Desirable:**

- Experience of working in a charity or organisation working with vulnerable people
- General knowledge and awareness of the issues around youth and family homelessness.
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- Up to date child and adult safeguarding training
- Knowledge of other language(s) (e.g. Amharic, Arabic, BSL)
- An understanding of the challenges facing families with social, economic, or personal needs

**Our people - we believe each person matters:**

**Our clients**

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

**We value every person; this is central to our work**

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

**Our staff and volunteers**

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.