

## Job Description: Senior Family Support Worker (Bromley and Greenwich)

<p><b>Location:</b> Based at Community House, Bromley. Working in boroughs of Bromley and Greenwich</p>	<p><b>Hours: 35 hours p/w (including flexibility to work occasionally on one evening)</b></p>	<p><b>Salary:</b> <b>£ 36,648</b> <b>(Spinal Point 28)</b></p>
<p><b>AIM</b></p>	<p>To deliver a responsive and impactful practical and emotional support service to enhance the life chances of children by delivering one-to-one and group work programmes for children and parents who have experienced domestic abuse and social isolation; and a broad-based preventative support service for families with children up to the age of 13 years working in partnership with local schools, churches, local authorities and other agencies in SE London with a focus on the boroughs of Bromley and Greenwich.</p>	
<p><b>ACCOUNTABILITY</b></p>	<p>The post holder is accountable to and line managed by the south-east London Child and Family Support Service Manager and ultimately to the Chief Executive of Welcare who is responsible to the Trustees of Southwark Diocesan Welcare for the professional delivery of the service and the performance of the agreed duties.</p>	
<p><b>SPECIFIC CONDITIONS</b></p>	<p>The postholder will be based in Community House, Bromley and will be required to deliver work in Bromley, Greenwich and remotely. The postholder requires the technical ability and confidence to adapt existing support programmes and to deliver work digitally.</p>	
<p><b>GENERAL DUTIES</b></p>	<ol style="list-style-type: none"> <li>1. To promote the programmes of work and manage the external and internal referral process including the assessment of need, risk and safeguarding concerns.</li> <li>2. Hold a caseload of 4 families delivering “whole family” or targeted interventions.</li> <li>3. Lead and facilitate community group work programmes including 6 #CapeAbility in Schools programme which aims to build resilience and self-esteem for children in key stage 2.</li> <li>4. Lead and facilitate groupwork programmes for parents such Strengthening Families Strengthening Communities and Child Overcoming Domestic Abuse.</li> <li>5. Safeguard the welfare of children, young people, and vulnerable adults you work with directly and take appropriate action if escalation is needed.</li> <li>6. To provide practical and emotional support to families or advocacy and signposting to specialist and universal services where appropriate.</li> <li>7. Ensuring that the voices and views of children and young people are sought, heard and represented appropriately.</li> </ol>	

	<ol style="list-style-type: none"> <li>8. Attend designated meetings with multi-agency professionals and act as lead professional where appropriate to support the Team Around the Child/Family or Early Help Assessment (EHA).</li> <li>9. Maintain electronic case notes on Lamplight in line with Welcare's case recording policy</li> <li>10. Promote strength-based interventions that improve the life chances of children and families using the Outcome Star model and evaluate action plans regularly reflecting their progress towards the specific goals of the intervention.</li> <li>11. Maintain a positive profile for Welcare with supporters and external agencies and ensure that appropriate referrals are made to Welcare.</li> <li>12. Attend family homes or schools for assessment visits and direct work with service users.</li> <li>13. Develop a good working knowledge of local resources for families and enable families to access them as appropriate to their needs; develop networks with statutory and voluntary agencies in the locality to enhance the service offered for the benefit of service users.</li> <li>14. Comply with Welcare's policies, procedures and Staff Handbook, and in particular, the Safeguarding, Health &amp; Safety and Data Protection Policies to protect the health, safety and welfare of yourself and others.</li> <li>15. Work flexibly as required by the service and take part in Welcare and other organisations' meetings to support children and their families.</li> <li>16. Assist preparation of Welcare communications including social media posts and make sure the information and case studies on the website reflect current services.</li> </ol>
<b>ADMINISTRATION</b>	<ol style="list-style-type: none"> <li>1. Keep appropriate reports of the work undertaken and update Lamplight on a regular basis according to the set requirements.</li> <li>2. Provide case studies where appropriate for monitoring, publicity and fundraising in line with guidance from Welcare's Central Office team.</li> <li>3. Assist the Child and Family Support Service Manager in the preparation of regular reports and case studies for funders on the progress and outcomes of the work undertaken.</li> </ol>
<b>TEAMWORK AND LIAISON</b>	<ol style="list-style-type: none"> <li>1. Develop effective relationships with staff in local statutory, voluntary, education and health services, etc.</li> <li>2. Participate in regular team meetings as required and full staff meetings.</li> </ol>
<b>SUPERVISION, TRAINING AND DEVELOPMENT</b>	<ol style="list-style-type: none"> <li>1. Make constructive use of group/individual and reflective supervision from the Child and Family Support Manager in order to assist professional development.</li> <li>2. Take responsibility for identifying personal and professional training needs including group work training as agreed with the Child and Family Support Service Manager.</li> <li>3. Maintain a high standard of professional practice both within Welcare and in the wider multi-agency environment, including keeping up to date with standards of good practice and local developments for service provision.</li> </ol>

	4. Participate in and contribute to training programmes to increase knowledge, understanding and skills, making full use of local authority training opportunities.
<b>BENEFITS OF WORKING FOR WELCARE</b>	<ol style="list-style-type: none"> <li>1. Competitive salary linked to the NJC scales</li> <li>2. 32 days annual leave (pro-rata for part-time staff)</li> <li>3. The chance to make a difference in an unbureaucratic environment</li> <li>4. Pension contribution</li> <li>5. Employee Assistance Programme</li> <li>6. Training and continual professional development</li> <li>7. Individual and group learning opportunities</li> <li>8. Salary: £36,648</li> <li>9. Hours of work: 35 hours per week.</li> </ol>
<b>DATE CREATED</b>	May 2024
<b>JD REFERENCE</b>	JD PS Full-time Snr FSW Bromley and Greenwich (2024)

**Please see Person Specification below**

## PERSON SPECIFICATION

**Job Title:** Full-time Senior Family Support Worker  
**Hours of Work:** 35 including flexibility to work occasionally on one evening  
**Office Base:** Community House, Bromley – working in Bromley and Greenwich and digitally with children throughout SE London.

ATTAINMENTS AND EXPERIENCE	
<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Experience of working independently and with others</li> <li>• Experience of safeguarding and the escalation processes</li> <li>• Recognised qualification in childcare, social work, social care, counselling, youth work or education</li> <li>• Experience of leading and facilitating group work</li> <li>• Experience of working with children and families, demonstrating a clear understanding of the range of issues that impact on children and young people’s lives</li> <li>• Experience of child engagement, child’s voice work, and ensuring they remain at the centre of interventions</li> <li>• Knowledge and understanding of families from a range of cultures and communities</li> </ul>	<p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>• Knowledge of current children’s social care legislation and legislation relating to disabilities</li> <li>• Experience of working with people from diverse cultures and ethnic backgrounds</li> <li>• Experience working with children or families who have experienced domestic abuse</li> <li>• Strengthening Families Strengthening Communities training and experience</li> <li>• AVA (Against Violence &amp; Abuse) training</li> <li>• Experience of family outreach work including home visiting</li> <li>• Experience carrying out evidence-based assessments of needs, strengths and of risk and using these to produce outcome-focused plans that are reviewed and updated appropriately</li> </ul>
SKILLS	
<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Experienced and confident communicator</li> <li>• Creative approach to problem solving</li> <li>• Skilled in recognising and responding to children’s needs</li> <li>• Good listener</li> <li>• Networking skills</li> <li>• Good interpersonal/counselling skills</li> <li>• Willingness and ability to reflect on own practice to enable professional development and improve relationships with and outcomes for service users.</li> </ul>	<p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>• Ability to prepare monitoring information</li> <li>• Good Understanding of child and family relationships</li> <li>• Experience of using case management systems</li> </ul>

## PERSONALITY

### ESSENTIAL

- Practical
- Sensitivity to families in crisis
- Able to work on own initiative and as part of a team
- Ability to empathise
- A non-judgemental attitude and positive approach
- Ability to build relationships with a wide range of service users from different cultures
- Able to engage with hard to reach families

### DESIRABLE

## CIRCUMSTANCES

### ESSENTIAL

- Ability to facilitate groups online
- Availability for occasional out of hours work (evenings)

### DESIRABLE

- Use of own transport may be helpful

## WORK ATTITUDES

### ESSENTIAL

- Reliable and consistent
- Commitment to providing good quality services to families
- Interest in co-working in multi-agency partnerships
- Commitment to anti-discriminatory/ diversity working practices
- Commitment to working in partnership with families and service users
- Commitment to contributing to team work
- Commitment to confidentiality.
- Ability to actively demonstrate behaviours which align with Welcare's values

### DESIRABLE