



# JOB DESCRIPTION

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|---------------------------|---|
| <b>POST:</b>              | Community Family Support Worker   |
| <b>RESPONSIBLE TO:</b>    | Hub Leader  |
| <b>GRADE/SALARY:</b>      | Grade E   |
| <b>WORKING PATTERN:</b>   | 12 hours per week (0.3FTE). Flexible (possibly Monday and Wednesday)              |
| <b>KEY RELATIONSHIPS:</b> | Parents/Carers, Volunteers, Hub staff, local community organisations and agencies |
| <b>LOCATION:</b>          | Sheffield (Community of Firvale, Watermead and Don Valley)                        |

## JOB PURPOSE:

To expand the community development offer within the Hubs in Sheffield, by engaging and working with parents/carers, supporting them to access Hub activities, develop their personal skills, knowledge and aspirations and support them in their parenting. Provide targeted support, advice, guidance and advocacy. Work with partners in the local area to ensure Parents/Carers are able to access the services they require to meet their own needs and those of their children.

## Specific duties Family Support

- Engage hard to reach families and support them to access Hub services and activities.
- Work with Parents/Carers to support them to build their own health and wellbeing and to meet the health, wellbeing and safety of their children.
- Develop multi-week programmes e.g. family learning, cooking on a budget, health promotion, communication skills, budgeting skills, positive parenting and healthy relationships.
- Deliver a series of standalone subject specific workshops on a wide range of health, wellbeing and parenting topics.
- Use the Family Star Plus (outcomes star for parents) to track and monitor a Parent/Carer's journey of change.
- Develop a volunteer-led peer support service and drop in sessions.
- Be responsible for the engagement, support and learning of families.
- Work directly with Parents/Carers in a non-judgemental way empowering them and their families to get the most out of the opportunities available.
- Research and identify local Parent/Carer and family needs and aspirations with a focus on parenting, family learning, health/wellbeing, participation and personal development.
- Support families in developing partnerships with professionals that support families learning and development



- Create opportunities for Parent/Carers and their families to get involved in shaping and delivering the work of the Community projects.
- Promote attendance at Hub events e.g. consultation evenings, Academy and community events.
- Meeting with staff, students and parents to identify problems and possible solutions.
- Helping families to receive all the benefits and help they are entitled to, for example financial budgeting etc.
- Making referrals to other agencies, such as social services, Department for Work and Pensions and Citizens Advice Bureau.
- Encouraging parents to sustain good relationships with the services.
- Perform administrative tasks such as writing up case notes.

**General Hub Duties**

- Build positive and supportive working partnerships with the local community.
- Support the Hub leader in fundraising activities for the work of the Hub and in particular the parent and family support work.
- Keep effective records in accordance with the Hub data collection systems.
- Be a tangible portrayal of the Oasis ethos – modelling, teaching and representing our Oasis ethos values of inclusion, equality, relationships, hope and perseverance.

**Safeguarding Children and Young people**

Oasis Hubs in Sheffield is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

**Signed:**

|                   |  |                      |  |
|-------------------|--|----------------------|--|
| <b>Employee:</b>  |  | <b>Line Manager:</b> |  |
|                   |  |                      |  |
| <b>Print Name</b> |  | <b>Print Name</b>    |  |
| <b>Date</b>       |  | <b>Date</b>          |  |

# Person Specification

## Community Family Support Worker

|                                  | Essential  | Desirable  |
|----------------------------------|--|--|
| Qualifications                   | <ul style="list-style-type: none"> <li>A relevant qualification in Family Support/Community Work (Level 3 or above) or proven relevant experience</li> </ul>   |  |
| Experience, Skills and knowledge | <ul style="list-style-type: none"> <li>Successful experience of working with parents / carers and complex families</li> <li>Experience working with challenging behaviours and attitudes</li> <li>Knowledge of safeguarding practices and health and safety</li> <li>Previous experience of developing and implementing community programmes</li> <li>Excellent oral/written communication skills good listening skills and an understanding of common family problems</li> <li>The ability to deal with private information and sensitive issues a calm and confident approach in difficult situations</li> <li>Able to function in diverse settings and with a wide range of professional agencies and staff e.g. LEA, school staff, community groups</li> <li>Proven team player</li> <li>Presentation skills</li> <li>Flexible approach to changes in circumstance and able to work unsocial hours</li> <li>Able to take initiative and work under pressure</li> </ul> | <ul style="list-style-type: none"> <li>Counselling skills/experience</li> <li>Experience of project management</li> <li>Experience of recruiting and managing volunteers.</li> </ul> |

|                                  |  |  |
|----------------------------------|--|--|
|                                  | <ul style="list-style-type: none"> <li>• Good organisational and administrative skills</li> <li>• IT literate, use of MS Office</li> </ul>   |  |
| <p><b>Personal Qualities</b></p> | <ul style="list-style-type: none"> <li>• Self-motivated, able to work alone and as part of a team</li> <li>• Reliable</li> <li>• Commitment to safeguarding and promoting the welfare of children and young people</li> <li>• Willingness to undergo appropriate checks, including enhanced DBS checks</li> <li>• Motivation to work with adults, children and young people</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline</li> <li>• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos.</li> </ul> |  |