Job Outline

Post:	Family Support Worker
Location:	Sutherland
Hours:	35 per week
Duration:	Permanent
Cluster:	People
Grade:	HC03 £25,698.40-£26,408.20 pro rata
Contact Name:	Amy Mackay
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Job Purpose

To provide support to children and families involved with Social Work. This will include practical assistance to parents, children and young people either in the family home or in the community. The support worker will undertake pieces of work identified in the child's plan and will involve direction from the child's social worker or social work manager. The post holder will provide a caring, supportive, and nurturing approach and build positive relationships with children and families

Job Description – Key Duties and Responsibilities

Delivering quality services

1. Support parents/carers of children to the extent that they will accept genuine assistance in the everyday tasks of running a house and providing adequate care for their children.
2. Offer practical assistance outlined above to the specialist carers, parents and children in order to modify areas of concern under the direction and supervision of the family's Social Worker.
3. Undertake activities with children and young people in order to give them new experiences, promote self-confidence or as otherwise directed by the Social Worker or Social Work Manager.
4. Provide assistance to specialist carers, parents and children covering a range of needs which can include a variety of tasks both in and out of the home.

5. Assist families in other ways e.g. by looking after children in the family home to allow the parent/carer time to attend a medical appointment, when this is agreed as helpful in the situation by the Social Worker in charge of the case.
6. Report any matter of concern about the care of children immediately to the Social Worker in charge of the case or to the appropriate manager.
7. To work within the policies and procedures of the Service for Health and Safety and to assist with and conform to your Manager's risk assessments.
8. Assist the Social Work Team with the running of the office when required.
9. This role requires the postholder to work flexibly, as there may occasionally be a requirement to work outside standard hours in the evenings and at weekends. Any hours worked beyond contracted hours will be paid at the applicable enhanced hourly rates, in line with the Council Policy.

Relationships

1. To develop positive working relationships with children, young people and families.
2. Work collaboratively with the Social Work Manager/Social Worker/Social Work Assistant/ Named Person, and partner agencies to ensure effective intervention for the child or young person.

Record Keeping

1. Maintain accurate record indicating time commenced and concluded with each family and a brief outline of work undertaken.
2. Submit verbal/written reports to the Social Worker of progress with each allocated task and any significant changes or events noted during family time.

Other Duties

1. The postholder may be required to undertake any other duties appropriate to the level of the post.
2. Duties and responsibilities will vary from time to time.

Person Specification

Essential Attributes

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following.

1. Life experience and experience with children, and of the everyday tasks of supporting parents with the care of their children.
2. Current Driving License and use of vehicle
3. Build up appropriate relationships
4. Demonstrate respect for the individual
5. Assessment and negotiation skills
6. Be non-judgemental
7. Good verbal communication skills
8. Basic literacy and numeracy skill

Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.