JOB DESCRIPTION

Family Support Worker -
Mother and Child Recovery House (Falkirk)

aberlour
scotland's children's charity

JOB PURPOSE

Be part of a trauma responsive team delivering and implementing residential recovery support for women and their children (0-5 years) to help them reach their aspirations.

PRINCIPAL ACCOUNTABILITIES

- Work with women and children affected by problem drug or alcohol use to help them reach their full potential.
- Work in partnership with women, either individually or in groups, to develop their parenting skills & confidence, improve self-esteem and encourage self-reflection.
- Undertake and update assessments and identify women and children's needs and make recommendations for appropriate service provision.
- Develop and implement individual and family care plans for women and children, liaising with clinical colleagues as part of detox/stabilisation planning and support
- Deliver group programmes of care for women as directed by management supporting women's addictions recovery, parenting, family relationships, and life skills.
- Support families to manage crisis situations arising because of the difficult nature of their lives including establishing routines and boundaries and homemaking/home support.
- Identify resources in the community to assist in meeting women and children's needs
- Supervise and record medication in line with policies and procedures including in emergency situations
- Maintain case records and contribute to reports, monitoring, and evaluation

Quantifiable Responsibilities

- Petty cash in line with the needs of the service or children and young people.

SCOPE OF PLANNING AND ORGANISATION

The post holder will report to the Service Manager/Assistant Service Manager.

The post holder has regular contact with their line manager who will meet with them to determine work priorities and contribute to decisions about referrals and case load. The line manager will also be available to provide ongoing support to the post holder as and when required.

The work is agreed with a senior staff member. Models and programmes are developed by the team and the post holder will contribute and undertake delivery of the programmes as directed with both individuals and groups, maintaining accurate records, and contributing to reports and monitoring and evaluation.

Contribute to individual or group plans, set the direction and parameters for the work and based on this, the post holder is expected to plan their workload and prioritise.

The post holder attends and contributes to all meetings involved in the smooth running of the service, including hand-over meetings, team meetings, staff training and development.

The post holder will participate in the ongoing development of the service, through contributing to project reviews and evaluation meetings.

SCOPE OF JUDGEMENT AND DECISION MAKING

The post holder will primarily deliver service provision within the residential house but may be required to participate in outreach support as part of service delivery for women and children who access the service.

Whilst there is a clear framework of policies and procedures, the post holder is expected to use their judgement in managing risk and keep service users safe. The worker will deal with problems arising in the first instance but refer all safeguarding and escalating risk concerns to the line manager. The post holder is required to adapt plans and interventions accordingly. They will have access to local supports or telephone guidance as required.

As agreed with the manager, the post holder will work with women and children as part of care planning and will need to have an awareness of relevant systems, legislation, and responsibilities.

The post holder requires the use of ongoing assessment skills and judgement relating to how individuals present and communicate and therefore need the ability, flexibility, and sensitivity to adapt plans and interventions where the situation or environment demands it.

The post holder will contribute to written reports and assessments of the women and children as appropriate.

The post holder may be required to assist in undertaking drug and alcohol testing as well as supporting safety management of substances that compromise health and safety detox/stabilisation planning.

The post holder will be involved in lone working with women and children off site. This may involve the post holder using their own transport to take the women and children to appointments or to use other forms of transport.

The post holder will plan and manage their own workloads on a day-to-day basis, within service guidelines.

WORKING RELATIONSHIPS

Internal

- Liaise with relevant colleagues within the service to ensure continuity of care and co-ordination of care plan.
- Participate in staff forums, service reviews and evaluation meetings.
- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour.

External

- Liaise with professionals involved with the family – using a partnership approach with the relevant Drug & Alcohol Team, Social Worker, NHS, HSCP regarding reviews, care planning and with care pathways to and from the service.
- Attend and contribute to relevant meetings with external agencies, as required, for the women and children.
- Promote the organisation positively and uphold its values and maintain the service's positive profile within the local community.

QUALIFICATIONS

A relevant professional qualification SCQF level 7 or above
or
Equivalent knowledge acquired by other means with a willingness to obtain the required qualifications for SSSC Registration.

EXPERIENCE

The post holder should have previous experience of direct work with vulnerable families to support improved capacity for women and children and of working collaboratively with other professional agencies.

A working knowledge of drug/alcohol use and its effects on women and children.

Knowledge & Skills

The post holder must be able to demonstrate an understanding of, and commitment to, women and children's rights. Examples of knowledge areas include:

- Anti-discriminatory practice.
- Effects of trauma, deprivation and environment on women and children
- Human and child development, attachment, and resilience.
- Children's and vulnerable groups' right and responsibilities.
- Social care theory for practice.
- Social policy and its application to social services provision.

- Professional Boundaries.
- Interagency procedures and practice.

Ability to:

- Recognise and respond to the effects of deprivation, trauma and the environment on women and children's functioning.
- Demonstrate good verbal and written skills and the ability to communicate clearly and sensitively with colleagues, women and children and other agencies as appropriate.
- Demonstrate ability to work within established systems of work, policies and procedures, including the ability to promote positive behaviour
- Initiate, engage in, and promote meaningful activities for women and children.
- Maintain professional confidentiality and boundaries.
- Devise, review and update support plans, record events and observations and keep appropriate records as require in the service.
- Develop and maintain appropriate relationships, with colleagues and other agencies.
- Engage in reflective practice.
- Deliver services in a way which enables and empowers the women and children
- Assess and respond to need including crisis intervention
- Demonstrate self motivation, team working and ability to use initiative.
- Demonstrate proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided.

JOB CHALLENGES

- Respond to crises quickly and positively
- Motivate families to work towards change and achieving goals
- Challenge stigma associated with drug and alcohol recovery

Additional Information

The post holder may undertake driving duties.

The post holder will be required to work a residential shift pattern, and to undertake sleepovers, overnight and weekends working

The post holder will require to be registered with the SSSC and be responsible for keeping registration and qualifications up to date.