

Family Support and Outreach Worker Job Description

Job title:	Family Support and Outreach Worker
Responsible to:	Co-Director - Early Years & Family Support Manager
Hours of Work:	Part-time - 16 hours/week; Monday & Fridays 9am – 2.30pm and Wednesdays 3pm – 8pm. On occasion, flexible working may be required.
Location:	Based in Donnington Doorstep you will also be working within the local communities and across the City. Occasional travel out of city may be required for training/networking
Salary and benefits:	£14.60/hour Holiday entitlement is 6 weeks p.a. pro rata including bank holidays. Access to pension scheme for eligible employees
Contract / additional information	This is a permanent contract, subject to continued funding availability Candidates must be eligible to work in the UK Donnington Doorstep: Registered Charity Number: 1144821

Staff have an individual responsibility to safeguard & promote the welfare of all children; to be an advocate for children’s right to play, to be listened to & to be safe.

Closing date for applications – 5pm Monday 3rd March

Outline of Post

Your role is to support families facing disadvantage and social exclusion. You will work in partnership with parents and carers to achieve the following objectives for their children and families:

- Increased happiness and emotional well being
- Improved mental and physical health
- Improved life chances for children to enable them to realise their full potential
- A stronger, safer and more integrated community

You will take a holistic and positive approach treating everyone equally with tolerance, respect and without judgment.

Your work will include both the planning and coordination of the family support service provision as well as direct delivery and casework. The post is based at Donnington Doorstep but you will also spend time at partner settings, in family homes and out in the community.

You will work at Doorstep across our range of services including Family Drop In, After-School Club and various Youth Club activities, as well as any specifically targeted groups which we may run.

Main Tasks and Responsibilities:

1. Direct work with children and families

- Identify and contact target families who will benefit from the service through creative and appropriate outreach.
- Provide support to individual children and their families developing positive relationships based on trust and respect with target parents and carers
- Maintain effective relationships with “hard to reach” families by taking an understanding, consistent and when needed persistent approach.
- Support parents of children under 5 to increase knowledge of their children’s development and potential, enabling them to gain confidence in their role as parents and build better family relationships applying professional expertise and best practice.
- Work with each child and family to plan around their needs and situation.
- Meet and visit families in places where they feel comfortable i.e. homes and other settings
- Effectively risk assess all direct work and to liaise with managers regarding lone working following Doorstep procedures
- Liaise with other key workers and agencies, e.g. health visitors/schools to support this work.
- Link and integrate children and families into services from which they will benefit, including those at Doorstep.
- Lead and participate in Early Help Assessments for children and families where appropriate.
- Participate in statutory Child Protection, Child in Need and Looked After Child processes where applicable.
- Participate in other assessment processes as required
- Support Doorstep staff providing one-to-one support to the families of target children.
- Deliver family learning and parenting programmes, and others as applicable
- Follow safeguarding and child protection procedures at all times

2. Outreach, networking and service development

- Develop appropriate and effective ways of reaching target children and families.
- Work with other Doorstep staff to develop/extend existing service provision as appropriate.
- Develop and maintain effective working relationships with partner agencies and promote a multi-agency working approach.
- Take referrals from individuals, professionals and other agencies
- Gather, maintain and disseminate information relevant to the children and their parents or carers in a range of appropriate formats.
- Collate, design and circulate publicity information in appropriate formats
- Represent Donnington Doorstep at network meetings and events.

3. Reporting, Monitoring and Evaluation

- Record data, monitor, review, evaluate and report on the work undertaken
- Use assessment, monitoring and evaluation tools with individual families, parents and children

- Maintain clear and accurate records and produce a high standard of written and verbal reports as required
- Maintain individual case files for families and children using the agreed processes in line with confidentiality and data protection requirements.
- Run consultation processes and encourage participation by parents, carers and children in evaluating and designing services.
- Provide regular reports and evaluations on your work both internally and externally

It is in the nature of the work of Doorstep that tasks and responsibilities are in many circumstances unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises and tasks which are not specifically covered in their job descriptions have to be undertaken.

NB This post is exempt from the Rehabilitation of Offenders Act 1974 and is subject to an enhanced DBS Check.

PERSON SEPCIFICATION	
Qualifications	
Relevant qualification (Level 3 or above) in child care; health; social care; education; or community work	Essential
Counselling Skills	Desirable
Parenting Programme delivery	Desirable
Other related training e.g. Attachment Theory; Casework Supervision;	Desirable
Qualified to Degree Level or equivalent qualification	Desirable
Knowledge and understanding of	
Child development, Play Theory and Practice	Essential
Early Help Assessment processes	Essential
Early Years Foundation Stage	Desirable
Positive Parenting programme and theory	Desirable
The impact of social exclusion and disadvantage	Essential
Issues relating to disabled children in the Early Years	Desirable
Safeguarding practice and procedures	Essential
Support services for Children, Young People and Families	Essential
Local networks and the different communities in the Oxford area.	Desirable
Experience of:	
Family Support casework	Essential
Substantial experience of working in a Family Support setting	Essential
Effective working with families to engage them in their children's development	Essential
Working within a community context	Essential
Assessment processes when working with families	Essential
Relevant interagency and partnership working	Essential
Proven understanding and experience of working with different communities in Oxford	Essential

Monitoring and reporting on services	Desirable
Successful engagement with “hard to reach” groups	Desirable
Facilitating group work	Desirable
Participating in Child Protection, Looked After Child and Child in Need processes	Desirable
Project and service development	Desirable
Abilities:	
Excellent communicator with young children	Essential
Additional language, sign language, Makaton or other communication skills	Desirable
Skills	
Report Writing	Essential
Excellent time management & organisational skills	Essential
Data entry and ability to use Excel	Essential
IT, Internet and social media literate	Essential
Fluent in both spoken and written English	Essential
Values	
Passionate and committed to supporting families	Essential
Commitment to Equality of opportunity and anti-discriminatory practice	Essential
Constantly looking to improve and develop	Essential
A commitment to the Rights of the Child	Essential
Comfortable within the Doorstep working environment, ethos and approach.	Essential
Circumstances	
Ability to travel to a variety of locations	Essential
Will attend professional training (may need personal time commitment)	Essential
Able to work flexible hours as required	Essential