

Women's Community Project



Family Support Worker Job Description

Line manager: PACT Communities Manager

The Role

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.

Alana House is an innovative women's community project that uses a holistic approach to support vulnerable and disadvantaged women with complex needs, with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community.

The Building Family Bridges Family Support Worker will work across the Berkshire area and will be responsible for providing continuous support and one to one mentoring and guidance for participants and their families to ensure participants engage with the project and make progress towards their long term goals. The workers will assist families to build the 'bridge' to services thereby overcoming the individual barriers they face.

Key Tasks

O	To build strong, trusted relationships with project participants and their family members, consulting and seeking feedback at regular intervals to ensure participants' views are known and acted upon
	To deliver the agreed Alana House group work based programme across the Berkshire region and provide one-to-one support for the participants referred in to the group work.
O	To build realistic, achievable individual plans with participants with appropriate supported steps towards participant goals
O	Introduce participants to, and support them to, access appropriate services both within the project and within existing provision elsewhere to unlock specific barriers to progression
O	Support participants to undertake the next steps in their progression journey and to sustain engagement with services
O	Work closely with local referral organisations to build communication pathways and project

	entry points, ensuring feedback is given on the outcomes achieved by referred participants where participants have agreed to information sharing
O	Build and maintain a sound knowledge of relevant services within the Building Family Bridges Partnership and in the applicable Berkshire areas and establish good contacts with providers to ensure participants are linked to services that are relevant and timely
O	Complete all Building Family Bridges administrative, assessment, evaluation and evidence collation requirements to ensure project compliance and effective measurements of impact of the project, including using the Outcomes Star packages to measure the results achieved by participants and compliance with the partnership's Sustainability Action Plan and Equality and Diversity Action Plan
O	Actively participate in the Family Support Worker project network, sharing good practice, reflecting and developing own practice for the benefit of project participants
O	Encourage and support participants to become members of the user group and advocates for the project
O	Ensure a bespoke and tailored approach is taken for each family
O	To maintain accurate and up to date records and documentation in a bespoke portfolio for each family
O	Promote the Building Family Bridges Partnership project in all activities

Additional Duties

O	To undertake any other duties deemed commensurate with this post as directed by the line manager
O	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times

Person specification

Essential Attributes

O	Minimum of NVQ level 4 qualification in relevant area of work or equivalent qualification
O	Experience of working with and supporting vulnerable people (women and offenders an advantage)
O	Experience of motivating people to change

	Evidence of ability to facilitate and deliver group work and courses to adults (PTLS qualification an advantage)
<input type="checkbox"/>	Experience of inter-agency/partnership working
<input type="checkbox"/>	Ability to manage risk and safeguarding concerns appropriately
<input type="checkbox"/>	Ability to make thorough and balanced assessments of individuals and their situations
<input type="checkbox"/>	Ability to maintain paper and database records
<input type="checkbox"/>	Experience of writing detailed reports
<input type="checkbox"/>	Competent IT skills, including MS Excel, Word and Outlook; good experience of using databases, with a willingness to use new technology (experience of using LAMPLIGHT an advantage)
<input type="checkbox"/>	Experience of planning and coordinating work
<input type="checkbox"/>	A good understanding of, and ability to work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity
<input type="checkbox"/>	Ability to organise / prioritise own workload, work remotely and manage own time effectively
<input type="checkbox"/>	Effective interpersonal skills
<input type="checkbox"/>	Enhanced DBS check
<input type="checkbox"/>	Ability to work on own initiative as a lone worker and as part of a team
<input type="checkbox"/>	To be a car driver with daily access to a car, prepared to work across the Thames Valley area
<input type="checkbox"/>	Commitment to reducing the risk of offending
<input type="checkbox"/>	Commitment to quality of service delivery
Desirable attributes	
<input type="checkbox"/>	Social Work Qualification or relevant qualification
<input type="checkbox"/>	Safeguarding training
<input type="checkbox"/>	First Aid
<input type="checkbox"/>	Experience of working with vulnerable women
<input type="checkbox"/>	Experience of support work housing, resettlement, benefits parenting, domestic abuse
<input type="checkbox"/>	Understanding of the principles of data protection

O	Familiarity with the Corston Report
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