

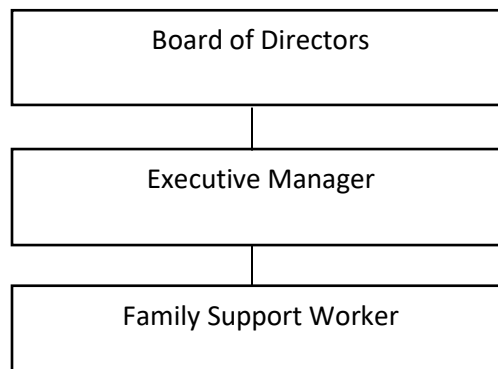


FAMILY SUPPORT WORKER JOB DESCRIPTION & PERSON SPECIFICATION

| | |
|---------------------------|---|
| Post Title | Family Support Worker |
| Salary Scale/Hours | £22,427 pro rata Full time – 35 hrs One year Fixed Term Contract, with the possibility of continuation depending on funding |
| Base | Inverness |

JOB DESCRIPTION

Reporting line:



Job Purpose:

- As part of Inverness Women's Aid (IWA), you will provide support & advocacy service for children, young people & families who have experienced or are experiencing domestic abuse.
- You will provide a holistic service to your clients by using a person-centred approach and a wide range of resources, skills and expertise.
- You will work across the outreach and supported accommodation service areas, as required.
- Working as part of the IWA support team, you will use your skills to provide support in line with internal & external guidelines.
- Relevant training for the role will be provided.

- The post-holder will be required to work closely & unsupervised with vulnerable adults & children so will require a full PVG Disclosure Check.

Key duties and responsibilities:

In this post you would be responsible for:

Contributing to IWA

- Providing information, advice, advocacy and support to children, young people & families seeking support.
- Contributing to the delivery of IWA's service in line with IWA operational policies and current regulatory standards.
- Delivering training/awareness-raising to the public and professional colleagues in relation to domestic abuse issues and the IWA service.
- Taking an active part in developing the IWA service.
- Contributing to IWA performance management process.
- Ensuring compliance with the Data Protection Act and other relevant legislation.
- Supporting the colleagues as required with other tasks relating to the service.
- Contributing to team meetings and ensuring related actions are carried out as required.
- Attend relevant meetings as required.

Client Support & Care

- Maintaining client confidentiality and dignity at all times.
- Offering information and support in person, by telephone/text/email and by appointment.
- Developing productive relationships with relevant agencies and influencing these to respond effectively to domestic abuse.
- Supporting children, young people & families by accompanying them to appointments, acting as an advocate and supporting them to exercise their rights to access services.
- Working with clients to produce individual care plans including an assessment of needs and encouraging delivery of client aims and objectives.
- Evaluate, plan and deliver individual support and group work for CYP in line with GIRFEC and using Outcome Star tools.
- Advocating for children, young people & families by liaising with them, stakeholders and agencies on their behalf.
- Support the mother by providing information, assisting with any problems concerning the children, young people & families, assisting her to access resources and supporting her to participate in play sessions/outings.
- Ensuring that children, young people & families of all ages are welcomed, supported and settled on their arrival at the supported accommodation.
- Work closely with the Women's Support workers and plan areas of joint support for families where appropriate.
- Promoting awareness of children's rights and the needs of CYP who have experienced abuse by developing and delivering talks, workshops and awareness training.
- Develop and deliver play/recreational opportunities for CYP, including the planning of parties, festivals and social events throughout the year.

Administration

- Ensuring own work is of a high standard, well organised and efficient.
- Assisting in the general running of the premises & supported accommodation, dealing with record keeping, filing, statistical analysis, report and letter writing and any other administrative tasks necessary
- Managing craft and playrooms to ensure clean safe play environment and organising, maintaining appropriate & adequate supply of play equipment.
- Assisting in the development of information, advice and resources, suitable for children, young people & families and for the public
- Any other duties that may be reasonably required.

Personal Effectiveness

- Working in line with Inverness Women's Aid operational policies & procedures and regulatory guidance (eg Care Inspectorate, Highland Council Child Protection guidance).
- Keeping up to date with new developments within the domestic abuse field.
- Ensuring continuous professional & self-development through sourcing training and keeping up to date with issues affecting children, young people and families, such as child protection issues, Children's Hearings and the related legislation.
- Ensuring that you consistently represent IWA in a professional and caring manner.
- Ensuring policies and procedures are updated and checked on a regular basis.
- Prioritising your work effectively and liaising with the management team regarding your workload and capacity.
- Demonstrating commitment, supportiveness and flexibility in your individual and as a team member.

The post holder may be required to undertake any other duties appropriate to the role. Duties and responsibilities may vary from time to time.

Applications for this post are restricted to women as permitted by Schedule 9 Pt1 of the Equality Act 2010, which applies to this role.

The offer of the post will be conditional to a satisfactory Disclosure/PVG Check.

| PERSON SPECIFICATION | | |
|--|--|---|
| CRITERIA | NECESSARY REQUIREMENTS | |
| Area | Essential | Desirable |
| EXPERIENCE | <ul style="list-style-type: none"> • Proven record of supporting disadvantaged or vulnerable groups • Experience of supporting clients with social issues | <ul style="list-style-type: none"> • Experience of supporting children, young people & women experiencing domestic abuse • Experience of supporting clients with mental health issues |
| SKILLS & ABILITIES | <ul style="list-style-type: none"> • Min. of 3 years' occupational experience of working with children, young people & families • Ability to provide a client focused service and the ability to recognise the needs of different service users • initiative and make decisions as required • Ability to build effective therapeutic relationships with individuals • Ability to work alone as well as part of a team • Confident & responsible disposition, ability to demonstrate initiative • Proven communication skills at all levels, both written and oral • Competent in using IT including Microsoft software and databases | <ul style="list-style-type: none"> • Long term occupational experience of working with children, young people & families • Experience of person-centred counselling skills with children, young people & families • Advanced IT skills |
| EDUCATION, QUALIFICATIONS & KNOWLEDGE | <ul style="list-style-type: none"> • Occupational experience of working with children & young people • Knowledge, understanding and commitment to the issues relating to domestic abuse, gender-based violence and the impact of these of children, young people & families • Knowledge and understanding of relevant legislation, best practice & local guidelines relevant to IWA's work | <ul style="list-style-type: none"> • Recognised qualification in childcare • Recognised qualification in Social or Health Care, Psychology, Counselling or Advocacy • Knowledge of relevant Legislation and Best Practice |
| OTHER REQUIREMENTS | <ul style="list-style-type: none"> • PVG scheme membership • Valid driving licence & access to own transport | <ul style="list-style-type: none"> • First Aid qualification • Health & Safety/ Fire Safety training • Mental Health awareness |
| COMMITMENT TO EQUAL OPPORTUNITIES | <ul style="list-style-type: none"> • Commitment to the ethos of equality, social inclusion & participation • Understanding of the role of advocacy in domestic abuse support • Knowledge of & commitment to equality and diversity in terms of best practice and current developments in legislation | <ul style="list-style-type: none"> • Advanced knowledge of feminist issues and domestic abuse |