

## **FAMILY SUPPORT WORKER**

### **Job Description and Person Specification**

<b>JOB DESCRIPTION</b>	
<p><b>AVENUE:</b></p> <p>Avenue is a charity that provides support to families and individuals across the North East of Scotland, with a focus on relationships, wellbeing and children. We offer a range of services to encourage personal growth, strengthen relationships, promote family wellbeing, support children and enable healthy environments for all. We are working towards a world in which happy, healthy people enjoy harmonious and respectful interactions in all aspects of their lives.</p>	
<p><b>VALUES:</b></p>	<ul style="list-style-type: none"> <li>• Effectiveness</li> <li>• Integrity</li> <li>• Respect</li> <li>• Credibility</li> <li>• Innovation</li> <li>• Independence</li> </ul>
<p><b>AIMS:</b></p>	<p>To strengthen families' abilities to overcome challenges, building their capabilities to love and care for their children and provide secure relationships and environments.</p> <p>To support the provision of Family Time and ensure it is child-focused.</p> <p>To make a positive impact on the lives of children and families.</p>
<p><b>OBJECTIVES:</b></p>	<p>To facilitate Family Time for children and their families, providing a safe environment that enables positive relationships to build.</p> <p>To provide individually-tailored packages of trauma-informed, outcome-focused, strength-based support for children and families that promote the well-being of children and their families.</p> <p>To promote children's rights, enabling their voice and ensuring that Avenue upholds its commitment to The Promise and the UNCRC.</p>

	<p>To contribute to the development of services that respond to the needs of children and their families.</p>
<p><b>MAIN DUTIES:</b></p>	<ul style="list-style-type: none"> <li>• To provide and facilitate all levels of family time, including supervised and supported time, and handovers. This may involve face-to-face and/or remote delivery via online platforms, dependant on the needs of the family.</li> <li>• To provide child-focused holistic support for families in order to develop their skills, knowledge and abilities to respond to their child's needs.</li> <li>• To undertake comprehensive needs and risk assessments to ensure that family needs are fully identified and to ensure the safety of all children, family members and colleagues.</li> <li>• To develop an outcome focussed, flexible support plan with each individual and family as required.</li> <li>• To provide coaching to family members as required, assisting them to overcome emotional and practical barriers to family progression and wellbeing.</li> <li>• To ensure that all members of the family are treated with respect and integrity.</li> <li>• To engage in regular case review meetings with families, ensuring that ongoing needs and outcomes are met, and adapting support where necessary.</li> <li>• To manage a varied caseload of families and engage with regular case management meetings with the team.</li> <li>• To be available for in-person working, and willing to travel across our area of delivery as required</li> <li>• To maintain accurate and up-to-date case and session notes on the database in a timely manner according to the standards laid out by Avenue, and to enable professional report compilation.</li> <li>• To work with your colleagues in the Family Support team to compile and quality assure reports for Court, Solicitors and families.</li> </ul>

	<ul style="list-style-type: none"><li>• To undertake all relevant monitoring and evaluation as required by the service.</li><li>• To pro-actively engage with colleagues in the Family Support team to support learning and develop provision through the sharing of best practice.</li><li>• To develop and maintain effective working relationships with all colleagues at Avenue.</li><li>• To develop and maintain effective working relationships with colleagues in partner organisations and agencies (eg Court, Solicitors, Social Care teams, Schools) in order to ensure that children and families' needs are met.</li><li>• To participate in team meetings, training and other Avenue events.</li><li>• To undertake all training as required in order to meet the demands of the role.</li><li>• To ensure compliance with Avenue's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.</li><li>• To undertake any other reasonable duties, as requested by your line manager.</li></ul>
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<b>PERSON SPECIFICATION</b>	
<b>REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS</b>	<b>ESSENTIAL / DESIRABLE</b>
Relevant experience of working in a professional capacity with children and/or families	E
Proven ability to work independently and as part of a team	E
Excellent interpersonal and communication skills, both written and verbal, including listening and observation skills	E
Understanding of the importance of safeguarding and child protection	E
Understanding of trauma, how it might impact on children and families, and how it influences Avenue's practice	E
Understanding of and commitment to the principles of The Promise and the UNCRC	E
Ability to work at weekends and evenings on a rota basis, providing flexibility where necessary to meet the needs of the service	E
High standard of IT literacy, including ability to use Office 365	E
Ability to travel across our area of delivery as required	E
Relevant experience of working in a professional capacity in a trauma-informed environment	E
Relevant experience of working in a professional capacity with care-experienced/ edge-of-care families	D

Evidence of continuing professional development	D
Experience of managing a varied caseload, and meeting deadlines whilst working under pressure	D
Experience of delivering outcome-focused support	D
Experience and understanding of working with diversity and providing a service that supports equality and challenges stigma	D
Valid driving license and access to a car	D
Relevant training and/or qualification (for instance in social care, working with children)	D