

## Family Support and Outreach Worker Job Description

<b>Job title:</b>	<b>Family Support and Outreach Worker</b>
<b>Responsible to:</b>	Universal Services Manager
<b>Hours of Work:</b>	Part Time post @ 10 hours per week, flexible working patterns available.
<b>Location:</b>	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 and networks.
<b>Salary and benefits:</b>	£22,549 -£25,012 per annum pro rata (actual salary £6,442 - £7,150) depending on qualifications & experience Holiday entitlement is 6 weeks p.a. pro rata plus bank holidays allowance.
<b>Contract</b>	This post is fixed term and funded to March 2022. It may be extended subject to new funding being secured

**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.**

### 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

This post has lead responsibility for delivery of services under Donnington Doorstep's contract with Oxfordshire County Council to Black, Asian and Global Majority Families.

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

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

You will work at Doorstep across our range of services including time in our Early Years Setting

## **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.
- To 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.
- To meet and visit families in places where they feel comfortable including homes and other settings
- To effectively risk assess all direct work and to liaise with managers regarding lone working following Doorstep procedures
- Liaise with other key workers and agencies, such as health visitors and schools to support this work.
- Link and integrate children and families into services from which they will benefit.
- Link the children and families into key staff and services 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
- Promote early education and learning opportunities for both children and their carers
- Support and mentor centre staff providing one-to-one support to the families of target children.
- Deliver Family Learning and Parenting Programmes
- Develop, plan and deliver a bespoke Drop-In session for Black, Asian and Global Majority families
- To 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 the Doorstep Managers to develop and extend existing service provision as appropriate.
- Develop and maintain effective working relationships with partner agencies and promote a multi-agency working approach.

- Ensure that provision across the catchments and locality is planned in partnership and avoid duplication
- 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
- To represent Donnington Doorstep at network meetings and events.

### 3. Reporting, Monitoring and Evaluation

- Monitor and record this work as required
- Collate data, 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
- To maintain individual case files for families and children using the agreed processes in line with confidentiality and data protection requirements.
- Map and promote existing services
- 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
- To lead on reporting on the City Council contract in consultation with the Doorstep Director
- Feedback on project to other networks and agencies.

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	
<b>Qualifications</b>	
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
<b>Knowledge and understanding of</b>	
Child development, Play Theory and Practice	Essential

Early Help Assessment processes	Essential
Early Years Foundation Stage	Essential
Positive Parenting programme and theory	Essential
The impact of social exclusion and disadvantage	Essential
Issues relating to disabled children in the Early Years	Essential
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
<b>Experience of:</b>	
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	Essential
Successful engagement with "hard to reach" groups	Essential
Facilitating group work	Desirable
Participating in Child Protection, Looked After Child and Child in Need processes	Desirable
Project and service development	Desirable
<b>Abilities:</b>	
Excellent communicator with young children	Essential
Additional language, sign language, Makaton or other communication skills	Desirable
<b>Skills</b>	
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
<b>Values</b>	
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
<b>Circumstances</b>	
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
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