



**Waythrough**

## Job Description

<b>Job Title:</b>	Family Support Worker
<b>Job Grade:</b>	A3
<b>Reports to:</b>	Senior Family Support Worker
<b>Direct reports:</b>	None
<b>Clearance required:</b>	DBS child and adult enhanced and barred list
<b>Key stakeholders:</b>	Partner staff, Rothwell families, School staff in cluster area.

### Workplace values

Waythrough (Formerly Humankind) launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Thanks for bearing with us – and don't forget to check out the Waythrough (Formerly Humankind) jobs on the Richmond Fellowship and Aquarius job site

[https://recoveryfocus.wd3.myworkdayjobs.com/Recovery\\_Focus\\_Careers](https://recoveryfocus.wd3.myworkdayjobs.com/Recovery_Focus_Careers).

### Job Purpose

The role of the Family Support Worker is to support children and families with a range of issues, offering intensive and flexible support to each family over a period of 3 – 4 months. Working as part of a multi-agency team in Rothwell cluster with an overarching aim to achieve positive outcomes in a variety of areas including improving school attendance, reducing school exclusion, improving parenting skills, and strengthening relationships within the family.



**Waythrough**

## **Job Description**

### **Key accountabilities:**

1.	Deliver interventions to families and manage a caseload of own families with guidance from Senior Family Support Worker.
2.	Build a relationship with each family member based on trust and respect, modelling effective communication and providing advice and support which can include signposting and or referring to other services.
3.	Engage and consult with referred parents/carers of children in years R-13 (5-18 years old) to establish a clear assessment of need to inform a plan of action for focused family support work; promoting early intervention and high-quality parenting (assertive, consistent, responsive and engaged).
4.	Use an evidence-based assessment, planning and evaluation tool to identify needs, barriers, formulate a plan and set collaborative goals with families which would be reviewed.
5.	Support and lead on the development of early help plans and a range of early help interventions which involves coordinating multi-agency working.
6.	Work restoratively with the family to support and challenge them towards reaching the planned goals.
7.	Work together with and advise as appropriate other key agencies to identify and support children, young people and families such as learning mentors, outreach workers, health visitors, social workers.



## Waythrough Job Description

8.	To be part of regularly reviewing progress of the Cluster and address any barriers to partnership working.
9.	Plan appropriate exits with the family, ensuring ongoing support from relevant services if needed.
10.	Monitor and record all up to date contacts, interventions and work completed with families on case management systems providing a clear account of work undertaken.

11.	Provide support and use different means of engaging families for example, conducting home visits and working in communities e.g. attendance at school meetings and group work). Some support might involve use of virtual online ways of working.
12.	Deliver programmes of evidence-based interventions to address the families' specific needs including parenting skills covering a range of children's needs (including SEND), school attendance, health and well-being.
13.	Ensure practice is underpinned by the Early Help Strategy and Leeds Practice Framework and 10 Principles within it – <ol style="list-style-type: none"><li>1. Always working WITH - creating a context of high support and high challenge</li><li>2. Relationship based</li><li>3. Enabling the utility of the family - putting the family at the heart of everything we do</li><li>4. Early in the life of a problem</li><li>5. One family, one lead worker, one plan and Think Family, Work Family</li><li>6. Systemic, formulation driven and evidenced based</li><li>7. Transparent - children, young people and families are as fully informed as possible</li><li>8. Strength-focussed</li><li>9. Recognising that engagement with education is a protective factor</li><li>10. Accountability, evaluation and sustainability.</li></ol>



## Waythrough Job Description

14.	To work together with and develop and maintain positive and constructive working relationships with local community and voluntary groups, statutory agencies e.g. in Adult Services, school staff, Council Early Help provision, Council Children and Families Services (including Children's Social Work Service, educational services, intensive family and therapeutic services), health services.
15.	Ensure that children and young people and their families are fully involved in and consulted about the Cluster's work and to support them in representing their views enabling their voice to be heard.
16.	Provide a flexible service to families in line with their needs.
17.	Ensure that all children's and adult's safeguarding issues are dealt with in line with Leeds City Council and Humankind's safeguarding policies and procedures.
19.	Develop and maintain positive and constructive working relationships with local community and voluntary groups, statutory agencies and other relevant stakeholders.
20.	Ensure that children and young people and their families are fully involved in and consulted about the Cluster's work and to support them in representing their views.
21.	Assist in ensuring that the Cluster services and access to them are well communicated in a variety of ways to schools and a wide range of partners, families and practitioners.
22.	Undertake continuing professional development including participating in supervision, performance reviews and attending training as/when required .
23.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .



## Waythrough Job Description

24.	Keep abreast of policy and professional development within your area of professional expertise.
25.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

*This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.*



**Waythrough**

## Person Specification

<b>Technical/ Professional Qualifications</b>	<b>Essential or Desirable</b>
A relevant qualification for the post (i.e. Children & Young People's Workforce Diploma Level 3, NVQ 3/4 or BA in Health & Social Care: Children's Pathway, NVQ 3/4 Working with Parents, BA Youth & Community Services; BA Social Work or equivalent).	D
<b>Skills</b>	<b>Essential or Desirable</b>
Proficient in Microsoft Office programmes.	E
Experience/qualifications in therapeutic interventions i.e. MST, CBT, MI, Family Links.	D
<b>Knowledge/ Previous Experience</b>	<b>Essential or Desirable</b>
At least 1 years' experience of working with children, young people and families.	E



## Waythrough

Experience of working with complex and challenging families in a similar area of work, i.e. intensive family support, targeted youth work, substance misuse, criminal justice, housing, employment, mental health etc.	E
Understanding of the pressures of parenting and knowledge and experience of appropriate interventions.	E
Able to identify and respond to risk of harm to children or vulnerable adults and knowledge of child protection and adult safeguarding policies and procedures.	E
Able to work in partnership with a range of professionals and broker their support; and to contribute to Early Help Plans.	E

## Person Specification

Good communication skills e.g. active listening, identifying key messages, negotiating, problem solving, ability to challenge appropriately.	E
Able to maintain professional boundaries whilst engaging families and supporting them intensively, sometimes in stressful situations.	E
Full driving licence and daily use of a car for work.	D
Effective time management and organisational skills and the ability to manage competing work demands.	E

### Competencies

<b>Lead and Inspire</b>	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
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**Waythrough**

<b>Create and Innovate</b>	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
<b>Developing Our Talent</b>	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
<b>Impactful Communication</b>	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
<b>Delivering Results and Achieving Greatness</b>	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
<b>Service Excellence</b>	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.

## Person Specification

<b>Working Together</b>	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
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**Waythrough**

**Safeguarding training required on start (not to be measured in the R&S process) •**

**Safeguarding awareness and Safeguarding responder**