

JOB DESCRIPTION

Job Title:	Family Support Worker
Contracted Hours of Work:	30 hours per week
Salary:	£22,464 - £25,128 per annum

Job Purpose

The Family Support Worker will work directly with children and mothers who have fled their homes, families, friends, pets, possessions and school to find safety in one of our refuges and will also provide support to families on an outreach/visiting support basis for families who remain within their own homes and communities, but have experience of domestic abuse. Many of these mothers struggle with feelings of guilt and have poor self-esteem. They have no confidence in their parenting skills and have no boundaries set in place for their children, many of whom lack any respect for their mothers. Our project will help mothers improve their parenting skills and create a new family-life structure where children can thrive and enjoy their childhood. The project will operate when mothers feel the most isolated and unsupported, which will require the worker to be flexible in her approach (this may occasionally include the following times: 7am-9am and 4pm-10pm, weekends and holidays), and will offer the appropriate support.

Reporting To

Team Senior.

Key Activities

Supporting Mums

- To assess and develop parenting skills
- To develop self-esteem and confidence
- To introduce appropriate boundaries for their children
- To introduce appropriate communication with their children
- To develop interactive play skills
- To participate in local community activities
- To participate in self-development/skills development programmes e.g. Positive Parenting, Mellow Parenting

Supporting young people

- To foster appropriate family behaviour – respect, dignity, equality
- To learn to communicate appropriately and effectively
- To adhere to set family boundaries
- To learn to play - both individually and collectively as a family
- To engage in local community or access appropriate support to do so
- To develop self-esteem and self confidence
- To participate positively in family activities
- To be age appropriate

Networking and Joint Working

- Develop a professional network in local areas
- Develop/adhere to professional protocols for joint working
- Build and maintain information on local resources and facilities
- Make referrals to appropriate agencies

General responsibilities

- Liaise with external agencies in relation to mums' and children & young people's support needs.
- Work in partnership with women's/family services providers to maximise the support and services available to mums.
- Work in partnership with children's services providers to maximise the support and services available to children and young people.
- Promote the work of Fife Women's Aid and the rights and needs of families who experience domestic abuse with other service providers and policy makers.
- Work within the policies, standards and procedures required by the law, FWA and funders.
- Keep up to date with changes in legislation and working practices and ensure national care standards and SSSC requirements are met.
- Participate in the development, monitoring and evaluation of the service as required. This includes ensuring that Child Protection issues are dealt with appropriately.
- Ensure that child protection records are updated and procedures are followed.
- Perform administrative tasks in a timely way to ensure a seamless service.
- Provide quantitative and qualitative information on support and related issues regularly.
- Produce written reports, as required.
- Contribute to maintaining and developing a positive, supportive and integrated service for all service users of Fife Women's Aid and maintaining good public relations out with the organisation.
- Work collaboratively with Scottish Women's Aid and take part in local/ national preventative, educational and multi-agency work.
- Support the manager, operational lead, team seniors and colleagues in achieving team and FWA objectives, regularly attending team/ other relevant meetings.
- Work collaboratively, assisting colleagues as appropriate.
- Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
- Perform other duties as reasonably required by the Team Senior and show commitment to ongoing personal development.

PERSON SPECIFICATION

Qualifications, training and relevant experience	Essential	Desirable
At least SVQ Level III or equivalent level of qualification in childcare, support work, family work or other relevant subject, or equivalent experience and willingness to work towards qualification	X	
Experience	Essential	Desirable
At least 2 years' experience working in an environment requiring similar knowledge and skills	X	
Knowledge	Essential	Desirable
Good direct support skills	X	
Good communication skills	X	
Good knowledge of women, children & young people's experience of domestic abuse	X	
Able to demonstrate a level of understanding of the challenges facing women, children & young people fleeing abuse	X	
Good knowledge of child protection and vulnerable adult issues	X	
Evidence of ability to work in a family focused holistic manner	X	
Good organisational & IT skills appropriate to level and type of job		X
Ability to prioritise, work on own initiative and within teams towards achieving objectives		X

Personal Attributes and Other Requirements	Essential	Desirable
Committed	X	
Sensitive	X	
Effective	X	
Co-operative	X	
Demonstrate a positive, person-focused and team-working approach to work	X	
Able to work flexibly working unsocial hours including early mornings, evenings and weekends	X	
Ability to travel within and out with Fife - full driving license and access to own transport with business user motor insurance	X	
Able to collect and transport service users	X	
Organisational Culture	Essential	Desirable
Fife Women's Aid is committed to bringing an end to domestic abuse and providing a high standard of service to its service users and other stakeholders. The post holder must subscribe to the feminist analysis of domestic abuse and share a commitment to achieving the objectives of Fife Women's Aid.	X	

These posts are open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1).
Fife Women's Aid welcomes applications from women from all sectors of the community.