



Job description			
Job title	Family Support Worker – Thrive Team		
Grade	G / SCP 19-22		
Directorate	Children's Services		
Service/team	Early Help and Prevention / Family First		
Accountable to	0-18 Senior Practice Lead		
Responsible for	N/A		
JE Reference		Date Reviewed	

Purpose of the Job

To work as a member of the Family First Service delivering targeted, tiered and co-ordinated interventions to families with a range of interacting needs. These will include effective parenting skills, relationship breakdown, family dynamics; emotional health and well-being, sexual health and self-esteem. Support will also be offered to children and parents to tackle issues such as poor school attendance and exclusion, risk-taking behaviour including crime, anti-social behaviour and employability.

The focus of the role is to support non-abusive parent/carers and children impacted by domestic abuse, therefore the post-holder will need to have experience/knowledge of behaviours and different forms/aspects of domestic abuse that families experience from perpetrators. Support will be delivered in conjunction with other services and the successful candidate will need to demonstrate ongoing case risk assessment.

Support to children and young people will largely be delivered via direct work sessions in the family home, school and community venues. Sessions will include safety planning, stay safe work, creative tools to gain the 'voice of the child' and their 'lived experience'. Direct work with the non-abusive parenting will include routine implementation, effective parenting strategies and revisiting safety plans. A main focus will be around supporting confidence and self-esteem to effectively parent whilst remaining or leaving an abusive relationship.

The Family Support Worker may also deliver a variety of individual and group-based interventions to children and families, which will help move them



forward, raising their aspirations and belief in their capacity to change their own lives.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

To act with persistence, assertiveness and creativity in order to engage challenging, 'hard to reach' families with multiple needs which may impact negatively on outcomes for children, adults and the family as a whole.

To undertake direct work with individual children, young people and parents to find practical solutions to a range of issues. This may involve assisting with school attendance, home routines or other practical aspects of family life.

To contribute towards family based assessments and other appropriate assessments.

To contribute towards the development of an 'outcome-focussed' intervention support plan to meet the identified needs of children young people and their families.

To have a good understanding of risk and be able to respond appropriately to incidents relating to child protection and safe guarding and maintain client confidentiality and information sharing protocols.

To maintain accurate, quality and timely records on the Early Help Module and actively support the audit process and use analysed findings to improve future practice.

To work flexibly to meet the needs of the service. This will encompass some early mornings, evenings and weekend work which may take place in service-users homes.

Support and deliver a range of Restorative Practices with young people, families and communities in various settings including schools.

To work flexibly across the Borough at times dictated by business needs which will include some afterschool delivery of sessions.

Ensure that the Family First Service information systems are maintained and updated as policy and procedure dictate.

Engage young people and their families in constructive, positive activities and learning/developmental opportunities

To undertake personal learning and development to address identified learning and development needs of the post holder and the service



To carry out all responsibilities with due regard for Knowsley Council's equality and diversity policies and procedures.

Actively contribute to the gathering of information from service users and partner agencies to evaluate service delivery and provide evidence of performance against service objectives and inform future service delivery.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.