

Family Support Worker Job Profile

Job Title: Family Support Worker

Job Grade: Level 3 Zone 2

Salary Range: £39,336 - £44,878

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

The post holder will be delivering high quality childcare services across the range of the Department's responsibilities to children in care and their families. Family Support workers will provide a consistent service to families with the aim of achieving high quality contact between children and their families. Work as part of Children and Families to facilitate and supervise contact sessions between children/young people and their families within the agreement and processes of the care planning agenda. To work to support parent/carers whose contact is supervised, to provide safe and child focused sessions. To provide up to date information to the Social Worker, Senior Practitioner, Team Manager, Service Manager and Head of Service and the courts of progress of contact and issues arising. The post holder will supervise contact at both Vадnie Bish House, The Crowndale and in the wider community overseeing all contacts including the more complex and high-risk contact meetings.

About you

Qualification: The candidate will need to have evidence of further education e.g. NVQ, B-TEC or equivalent in a relevant level 3 or possess significant experience in a similar family support work post within a Social Work environment/Residential placements.

- To work in a secure building facilitating contact, managing the transfer of children to and from the building and the interaction with families where there are identified risks and complex dynamics to manage, posing some risk.
- To objectively observe contact and monitor closely interactions, assessing parenting and the quality of care during contact.
- To write in-depth clear, succinct, factual family contact records. To load these records onto the client database with agreed time scales following each supervision.
- To establish good relationships with families who will appreciate the supportive element of this role whilst undertaking that the post holder has identified specialised work to undertake within contact.
- To manage difficult situations, minimising conflict in order to alleviate tension and provide a calm environment for contact.
- To escort children, to and from with their place of residence and contact venues.
- To attend court to give evidence as required on the specialist assessments undertaken of interaction and parenting in contact sessions.

- To manage a caseload of contact arrangements.
- To key work any high-risk contacts that require co-working.
- To recommend and participate in reviewing contacts.
- To role model expert child-care and experience in child development, and identify acceptable levels to be achieved in contacts.
- To constantly assess risk and be responsible for safeguarding children.

Work Environment:

The post holder will be supervising office based family contact and working outdoors supervising community family contact.

People Management Responsibilities:

- Work as an individual and as part of a team.
- To manage own workload effectively, maintaining appropriate records and preparing and submitting reports as required.
- To participate in individual supervision with the line manager, as well as undertaking appropriate training and developmental opportunities and attending team meetings as required.
- To work within the Children Act legislation when providing contact sessions and contribute to all inspections across Children and Families.
- To demonstrate commitment and sensitivity to ensuring equality of opportunity in service delivery.
- To attend departmental and inter-agency meetings as appropriate and provide high quality Family contact reports.
- To take reasonable care for own health and safety and that of others you support in the course of your work.
- To maintain a knowledge base of relevant policy, legislation, research and practice relevant to the Supervised Contact Worker role.

Relationships:

To contribute to the creation and maintenance of good working relationships at all levels with colleagues in partner agencies, local community groups and other Departments, representing the team at inter-agency meetings as appropriate.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.