JOB DESCRIPTION

JOB TITLE
Family Support Worker

WORK BASE
Swansea

PAY
£17,242 per annum pro rata

RESPONSIBLE TO
Regional Manager  South West

RESPONSIBLE FOR

CONTRACTED HOURS OF WORK
35 hours per week

HOLIDAY ENTITLEMENT
28 days plus Bank Holidays pro rata

CONDITIONS OF EMPLOYMENT
Additional hours may be required for which time off in lieu is approved

TERM OF CONTRACT
Maternity Cover
JOB SUMMARY
The worker will be expected to participate in all aspects of BAWSO’s work with particular responsibility for the welfare of women and their children.

To network with the aim of enhancing the development of good practice for all workers and service users.

To work alongside the Regional Manager South West to maintain procedures and systems relating to work of the BAWSO.

To ensure the effective operation, sharing responsibility for the day-to-day running of the Refuge.

Encourage and ensure an atmosphere of co-operation and tolerance within the Refuge and respect for different cultures (including ensuring that regular house meetings take place and that house rules such as cleaning rotas are observed).

MAIN DUTIES AND RESPONSIBILITIES

SERVICE DELIVERY
Provide counselling, advice, support and assistance to women and their children.

Carry out needs assessment and offer a planned level of support to the women and their dependants.

Establish and maintain accurate records of all outreach visits (surgeries), telephone conversation, attendance and appointments etc. including the progress being made on behalf of the women and children.

Inform and educate the community, voluntary and statutory sectors of the rights and needs of Black Minority Ethnic women.

Develop and maintain links with communities and organisations and monitor the needs of service users and bring this to the attention of the manager.

Provide one to one support for women, in conjunction with other caseworkers, to prepare and encourage women into self-help and independence.

Ensure the effective implementation of the Project policies on a day-to-day basis, especially equal opportunities and confidentiality, in relation to users, staff, and all aspects of service provision. To encourage and promote a more positive and tolerant atmosphere within an outside the organisation on differences based on race, religion, gender, class, language, sexuality, diet, disability, etc.

Maintain the organisations ethos of encouraging self-help and confidence building in all aspects of work with service users.

Organise and co-ordinate activities, socials outings for women and children.

Achieve and offer appropriate level of support to the women, ensuring that all options are systematically appraised, making use of a wide range of training and employment opportunities.

Ensure that service users are fully informed of available services and resources to them both within BAWSO and the community.
Liaise with Regional Manager South West regarding support plan when initially set up, then review on a monthly basis during supervision. Inform Regional Manager South West of any significant changes.

At Move-On, support women and children to settle into the community, providing information on amenities, schooling, etc.

Encourage Mother’s in ‘Positive Parenting’ to enable good communication within the family unit. Also to encourage Mother to undertake activities with their children so that the children can develop social and personal skills within identified community resources.

Ensure that families receive information on Children’s Services and the role of the Family Support Worker on arrival at BAWSO.

To plan, lead and implement a programme of activities and support for children of all ages who live in the refuge and work closely with other Family Support Workers to provide practical information and assistance to women about local services for children, such as play schemes, nursery or schools.

To develop a stimulating and safe environment through play and other activities in which children can interact and develop socially, emotionally, intellectually and physically.

To undertake support planning with individual children.

To ensure the provision of age appropriate educational activities.

To encourage and promote school attendance.

To develop and maintain an environment that supports children in their homework activities.

To spend time with each child in the Refuge at least once a week. This time is to be spent primarily listening to the child talk about whatever the child chooses, with the aim of allowing the child to express his or her feelings in a safe place and at the child’s own pace. Toys and games may provide the vehicle for the expression of feelings especially in the younger child.

To ensure that each child realises that they are important as an individual and their views will be listened to and respected.

To respect the child by regarding their conversations during their individual time as confidential unless the child agrees otherwise. If however it is felt that doing this could put a child at risk, advice may be sought from the Service Delivery Manager South West.

Keep up to date with literature and information concerning children, e.g. the law, working with abused children, play matters/ideas. The worker will share this information and inform the organisation of any changes in the law.

In the context of the 1989 Children Act to take appropriate action regarding the welfare and protection of children by liaising with relevant agencies, statutory and voluntary, parents and extended family.

Whilst the Family Support Worker is primarily responsible for working with the children in the refuge, she will also be involved with women in the refuge so far as it coincides with the welfare of the children.
NETWORKING & LIAISON
To network with the aim of enhancing the development of good practice for all workers and service users.

ADMINISTRATION
To cover the advice office as per Rota and arrange and participate in surgeries.

To liaise with Regional Manager South West over the recruitment and training of volunteers working in the Refuge.

To maintain and deal with correspondence as and when necessary.

To ensure that accurate records are kept.

To assist the Regional Manager South West in the collation of statistical information relevant to the project.

To keep receipts and maintain financial records, in consultation with the Finance department.

To assist in the purchase and collection of furniture, equipment, materials and supplies when requested.

To report back in writing on meetings when required.

To be responsible for written reports when required.

MEETINGS
To attend meetings with other staff as required.

To attend regular supervision sessions with Line Manager.

To attend when required Board Meetings or sub-committee meetings.

GENERAL DUTIES
To maintain confidentiality in all matter relating to the organisation.

To participate in the on-call rota and attend emergency situations, which may include evening and weekend work.

To develop skills in all other areas of relevance to BAWSO’S operation in order to allow for sharing and inter-changing of staff roles. Agree and provide reasonable cover for the team during periods of absence.

To attend appropriate training when required.

To perform other relevant minor or non recurring duties that may be needed from time to time.

To work at all times as part of a team and to liaise closely with the Manager in carrying out the above duties.

To ensure at all times that the projects service standards are properly monitored and adhered to.

To ensure at all times that all areas of the projects work are positively promoted.
EQUAL OPPORTUNITIES POLICY
To be responsible for carrying out, implementing and the monitoring of BAWSO’s Equal Opportunity Policy.

CONFIDENTIALITY – CLAUSE
All staff have a duty of confidentiality to BAWSO, which exist in Common Law.

BAWSO has a duty to maintain strict confidentiality in relation to information and the whereabouts of its users, and keep safe and secure all information given to its staff in the course of their duties.

This applies not only during the course of employment but also after termination of employment. This confidentiality clause covers such matters as knowledge of BAWSO business, information on our users, business contacts and policies & procedures. Staff may not disclose or use for another Organisation or individual benefit any confidential information that she has or continues to require. All papers and records are the property of BAWSO and must not be removed from the premises. All staff must sign BAWSO confidentiality clause. Any breach of this clause will result in summary dismissal, and may result in a claim from BAWSO for any damage or loss, which BAWSO may suffer.

FLEXIBILITY CLAUSE
In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post - the aim being to improve the quality of service for BME women and all matters relating to BME women’s well being.

NB:
• The job description for this post will be reviewed annually.
• Priorities may vary from time to time as the project’s service delivery changes
• The post is subject to available funding.

This job description is indicative of the range of current duties and responsibilities for the post, it is not comprehensive. It is inevitable that the duties will change to reflect organisational change and it is essential therefore that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

Rehabilitation of Offenders Act 1974
The post for which you have applied is exempt form the rehabilitation of Offenders Act 1974 by virtue of the rehabilitation of Offenders Act 1975.