

Family Support Worker (Bank)

Jasmine Mother & Child Residential Family Centre

Main Purpose of this role

Family Support Workers support the smooth day-to-day running of the residential family centre, contributing to the parenting assessment process, delivering a range of support-based activities to guide mothers to acquire the skills of parenting and independent living in terms of role modelling, advice and guidance in line with statutory guidance and Trevi policies and procedures

Contributing positively to team culture, service improvement, and the wider aim of supporting women's recovery and long-term positive outcomes for children.

Department	Family Support Worker Team
Location	Jasmine Mother & Child Residential Family Centre
Reports to	Family Support Worker Team Leader
Contract type	Zero-hour contract

Key Responsibilities

Provide high-quality, person-centred support to women and their children, ensuring dignity, respect, equality and trauma-informed practice at all times.

Support the day-to-day running of the Jasmine Mother & Child service, including assisting vulnerable families and contributing to a safe, nurturing residential environment.

Assess, observe and support parenting capacity, contributing to comprehensive parenting assessments and care planning.

Deliver structured support and role-model positive parenting and independent living skills, offering guidance, feedback and reflective practice in line with statutory guidance and organisational policies.

Maintain accurate, timely case records.

Safeguard children and families, adhering to safeguarding policies, risk management plans and raising concerns appropriately to ensure children's welfare and development.

Monitor and supervise mothers and children as required, including community activities and appropriate use of CCTV, in line with care plans and regulatory requirements.

Contribute to service quality, compliance and improvement, supporting CQC and OFSTED standards, audits, medication management and continuous quality assurance.

Promote recovery and positive change, empowering women to address substance use.

Adhere to and keep up to date with

- Safeguarding policies & best practice
- GDPR regulations, Data Protection & information security policies
- Confidentiality & Code of Conduct
- Health & Safety standards

And all Trevi policies & procedures.

The job description is a guide to the work you will initially be required to undertake.

It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Person Specification –	
Knowledge & Qualifications	
NVQ Level 3 Qualification in Residential Child and Family Support or NVQ L3 in Children and Young Peoples Workforce Diploma or willingness to work towards	Essential
Knowledge of the legislative frameworks for child and family support work	Essential
Excellent understanding of the principles of high-quality, person-centred care and support and non-discriminatory care practice	Essential
Robust working knowledge of Safeguarding policies and procedures and ability to respond appropriately to any concerns	Essential
Knowledge of GDPR compliance and understanding of handling sensitive information including confidentiality	Essential
Willingness to complete internal Medication Training	Desirable
Understanding the impact of parental substance misuse on a child's development	Desirable
Comprehensive understanding of the key issues facing women in society especially those with mental health, DASV, criminogenic behaviours and issues relating to substance misuse	Desirable
Knowledge and willingness to subscribe to a trauma informed method of working	Desirable

Understanding of the care and support needs of adults with learning disabilities	Desirable
Experience	
Experience of providing person-centred care and support to children and mothers in a residential centre	Essential
Experience of planning and reviewing outcomes to achieve sustained behaviour change	Essential
Experience of, and confidence to, work with children aged 0 – 8 years	Essential
Experience of carrying out risk assessments	Essential
Experience of writing clinical records to a high standard using an electronic case management system	Essential
Experience working in a CQC or OFSTED regulated setting	Essential
Extensive experience of holding difficult conversations and providing constructive feedback to families in relation to parenting	Essential
Can manage conflict resolution	Essential
Work with people who can demonstrate challenging behaviour	Essential
Experience of managing controlled and other medications appropriately	Desirable
Previous experience of working with women with substance misuse issues	Desirable
Working experience and understanding of court processes	Desirable
Qualities & Skills	
Non-judgemental approach to working with people who have problematic drug and alcohol use	Essential
Ability to maintain clear professional boundaries	Essential
Excellent time management skills and ability to prioritise competing demands	Essential
Ability to communicate in such a way that women and their families are inspired, motivated and feel valued and respected	Essential
Flexibility and ability to work across a range of shift patterns including day shift, nights shifts over a 24-hour period, including weekends and bank holidays. To meet the needs of the service.	Essential
Excellent written and verbal communication skills and confident using Microsoft Office	Essential
Ability to work well under pressure	Essential
Ability to use strategies that promote professional resilience and management of self in circumstances that may at times be challenging	Essential
Passionate about women's and their families' rights	Desirable