

Family Support Worker

Jasmine Mother & Child Family Residential Centre

Main Purpose of this role

As a Family Support Worker, you will contribute to a comprehensive assessment of parenting for families living at Jasmine Mother & Child. You will be responsible for monitoring & supervising parents where necessary in the care of their children.

Department	Family Support Worker
Location	Jasmine Mother & Child
Reports to	Family Support Worker Team Leader
Contract type	Permanent

Key Responsibilities

- Ensure that women and their families are treated with dignity and respect and with particular regard for individual needs
- Support with the day to day smooth running of Jasmine Mother & Child, including assisting vulnerable families.
- Contribute to a comprehensive assessment of parenting for families living at the family centre
- Deliver a range of support-based activities and observing parenting both on and off site
- Help support parents 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
- Contribute to the overall professional and personal development of the Jasmine Mother & Child team, creating a positive working culture
- Support the service improvement plan/ CQC and OFSTED compliance, and impact quality assurance within the family centre
- Provide regular specific and targeted feedback to parents regarding their parenting and progress in placement
- Be part of a wider team aiming to support the child's development and empower the parents to create change that is 'safe and good enough parenting'
- Work within the care plan and risk management plan for each family within the service
- Assist in the care of children on occasions when the parent is in group or other activities as per the family care plan
- Monitor & supervise parents where necessary in the care of their children both on site and out in the community including appropriate and compliant use of CCTV to observe women and their families
- Ensure all records in respect of medications are maintained to a safe and appropriate level. Including auditing and reporting to the Registered Manager any medication errors on a regular basis.

- Support parents to reflect upon their parenting and enhance their ability to see the world through the eyes of their child
- Communicate with key professionals and complete updates on case management system
- Ability to work across a range of night shifts including weekends and bank holidays
- Familiar with using IT systems to enter and record data including case management systems
- Ability to produce detailed, accurate and evidence based observations
- Work within Trevi's policies and procedures and actively promote the equality, diversity and the rights of the people we support
- To support women in achieving and sustaining their recovery from substance use, including addressing the issues underlying their use, alongside building recovery capital for the future
- To model trauma informed practice with a person-centred approach

Adhere to and keep up to date with

- Safeguarding policies & best practice
- GDPR regulations, Data Protection & Information Security Policies
- Confidentiality & Code of Conduct
- Mandatory and role related training
- 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 – Family Support Worker

We're seeking someone with enthusiasm, relevant skills, and a willingness to grow. If you meet most of the requirements, we encourage you to apply—we value potential as highly as experience and support everyone to thrive.

Knowledge & Qualifications

NVQ Level 3 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
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
Experience	
Experience working in a CQC or OFSTED regulated setting	Essential

Experience of providing person-centred care and support to children and families	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
Extensive experience of holding difficult conversations and providing constructive feedback to families in relation to parenting	Essential
Managing conflict resolution	Essential
Working with people who can demonstrate challenging behaviour	Essential
Experience of managing controlled and other medications appropriately or willingness to train	Desirable
Previous experience of working with women with substance misuse issues	Desirable
Qualities & Skills	
Non-judgemental approach to working with people who have problematic drug and alcohol use	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
Ability to maintain clear professional boundaries	Essential
Excellent written and verbal communication skills, confident using Microsoft Office	Essential
Ability to give constructive feedback to families, colleagues and the wider organisation	Essential