**JOB DESCRIPTION**

**FAMILY SUPPORT WORKER (WAKING WATCH - NIGHTS)**

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| **Job Title** | Family Support Worker - Nights  Senior Family Support Worker  Other staff within the service  Staff in other departments within the service Staff in other services across the Region Central Office Staff  Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies  Local Services – Statutory, Voluntary and Community Neighbours |
| **Responsible to** |
| **Key Internal Contacts** |
| **Key External Contacts** |

**JOB PURPOSE**

To provide waking night cover and the highest quality of care and support in accordance with the services policies, procedures and practices, and the standards set by the regulatory body.

**KEY TASK AREAS AND RESPONSIBILITIES**

**Service Users (as defined by the service e.g. Young People / Young Adult)**

* Perform regular checks on residents throughout the night, with due regard to their privacy, through the monitoring of the services CCTV and regular walks through the communal areas of the service.
* Provide direct support to families as required.
* Provide advice and guidance to parents on areas such as the personal care of a baby and the importance of structure and routine; this may be during times of crisis and high stress.
* Under the guidance of colleagues, practice systemic thinking and utilise goal-based planning to facilitate and support a positive experience for babies/children and their parents.
* Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care
* Safeguard all Service Users within the Home and ensure their safety and wellbeing, using the services policy and procedures to escalate any concerns as needed
* Work positively and effectively with relatives, advocates and others involved with Service Users
* Maintain a caring, confidential and culturally sensitive service through adopting high personal standards at all times

**Assessment Contribution**

* Make accurate and appropriate entries in Service User’s records, diaries and reports as necessary in accordance with Company and local policies, procedures and practices
* Assist the services Social Worker in the production of statutory reports

**General**

* Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
* Provide the services management team and other colleagues with a detailed handover that highlights any concerns/activity occurring during the night at the end of each shift
* Create a supportive environment that promotes learning/re-learning
* Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
* Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
* Participate in training and take responsibility for personal development
* Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
* Work to promote the service as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
* Ensure that all actions are in the interests of the Service Users and the Company
* To work to and exhibit the POSITIVE values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
* To carry out any other reasonable and relevant duties as required

**PERSON SPECIFICATION**

**FAMILY SUPPORT WORKER NIGHTS**

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|  | **Essential** | **Desirable** |
| **Experience**  Experience of working with Children, Young People or families  Experience of work within a residential/community family assessment environment  Experience of working shift patterns | √ | √  √ |
| **Skills, Knowledge and Aptitudes**  Ability to work independently and as part of a team Effective communication skills, verbal and written Ability to record information accurately  Good organisational skills  Commitment to working positively with families and others  Flexibility and willingness to work a shift system including weekend nights Ability to deal with challenging and confrontational behaviour  A genuine regard and respect for this client group Ability to demonstrate empathy  Basic IT skills | √  √  √  √  √  √  √  √  √ |  |
|  | √ |
| **Qualifications and Training**  Appropriate level 3 qualification or above (such as Health and Social Care or Child Development etc.)  If not already held, a willingness to work towards an appropriate level 3 qualification or above (such as Health and Social Care or Child Development etc.)  Willingness to work towards further qualifications as required Undertake relevant Group and service induction training |  | √ |
| √  √  √ |  |
| **Other**  Commitment to the POSITIVE values of the organisation Driving licence (may be considered desirable at some service) | √ | √ |