

**FAMILY SUPPORT WORKER, OUTREACH**  
**JOB DESCRIPTION**

**RESPONSIBLE TO:** Head of Team / Community Services Manager

**ACCOUNTABLE TO:** Head of Nursing

**JOB PURPOSE:** To work as part of the multi professional team within the community, providing high quality services to the children young people and their families.

To actively participate in individual care throughout the 24 hour period. The post holder will provide holistic care to children and young people who have varying health needs within the family home or other environment where support is requested. They will be responsible for providing a safe, stimulating and therapeutic environment which fulfils the developmental and social needs of the child during each visit, often in the absence of the parents.

To communicate, establish and maintain good relationships with the children, young people and families on the caseload and work effectively within the Outreach service.

**MAIN TASKS & RESPONSIBILITIES**

**1. CARE RESPONSIBILITIES:**

- 1.1 To provide direct care and support to children and young people in their own home or community setting which will often involve working alone.
- 1.2 Be aware of Trust policy, procedures and agreed standards of care.
- 1.3 Be able to manage own workload during visit and make appropriate decisions
- 1.4 To ensure the safety of children at all times and have an awareness of children's risk assessments.
- 1.5 To ensure that the welfare of the child is paramount and that the child protection procedures are followed when necessary.
- 1.6 Maintain and produce written records and reports of work with the children and families in accordance with The Children's Trust policies, guidelines and standards.
- 1.7 Ensure all duties carried out are within the framework of the organisation's confidentiality policy.
- 1.8 Undertake some appropriate aspects of nursing care required within the home based setting. Develop other more advanced skills having gained the appropriate training and instruction.

- 1.9 Follow emergency procedures following guidelines for the child. Administer medication as prescribed.
- 1.10 Listen to requests of the child or young person and family and whenever possible perform duties consistent with their wishes.
- 1.11 Assist with all aspects of daily living as required, encouraging the child or young person to be as independent as possible within their capability.

**2. TRAINING AND SUPPORT:**

- 2.1 Attend non-managerial supervision, training and team meetings, when required. Actively participate.
- 2.2 To recognise the importance of support and participate in both informal and formal support opportunities available.
- 2.3 To act as a mentor to new staff and participate in the education and development of colleagues.

**3. COMMUNICATION:**

- 3.1 Liaise and work in partnership with other agencies, care professionals and significant people in the child's life.
- 3.2 Collaborate with team members so that an optimum service is provided to children and families.
- 3.3 Value the knowledge skills and expertise of all team members to maintain an efficient and mutually respectful team.
- 3.4 To ensure that team members and team leaders are fully informed of any changes in the family or child's needs.

**4. PERSONAL DEVELOPMENT:**

- 4.1 Attend regularly in-service and mandatory training sessions as appropriate
- 4.2 Commit to undertaking QCF study (level 2 and 3)
- 4.3 Be responsible for your own on-going education and professional development.
- 4.4 Be familiar with TCT policies and procedures and adhere to them at all times.

**5. GENERAL:**

- 5.1 To be actively involved in the ongoing development of TCT Outreach Service.
- 5.2 Be able to drive or use other means to travel and meet shift patterns and times

**6. HEALTH AND SAFETY:** *You are responsible for:*

- 6.1 Taking care of your own health and safety
- 6.2 Taking care of the health and safety of others
- 6.3 Co-operating with your manager and colleagues on health and safety matters
- 6.4 Not interfering with anything that is provided to safeguard health and safety
- 6.5 Complying with the Trust's Health and Safety Policy and Procedures

**REQUIRED COMPETENCIES**

<b>1. Job Knowledge</b>	Demonstrates required level of knowledge and skills appropriate to the job
<b>2. Decision Making</b>	Demonstrates the will and confidence to render judgements, make decisions and take action to achieve results appropriate to responsibilities
<b>3. Drive, Energy and Self Motivation</b>	Strives to improve personal or team performance by committing to challenging but realistic standards and objectives. Continually improves quality, efficiency and output
<b>4. Adaptability and Flexibility</b>	Responds to a changing environment quickly, positively and creatively, helping others through the process of change
<b>5. Meeting 'Customer' Needs</b>	Adopts a positive approach to children, families, purchasers and internal customers. Demonstrates an understanding of their needs and expectations and a willingness to fulfil them
<b>6. Teamwork</b>	Contributes to team output by co-operating and supporting colleagues throughout The Children's Trust, valuing others, sharing knowledge and demonstrating commitment to the Trust's Mission
<b>7. Communication</b>	Interacts and expresses ideas in an appropriate fashion with a variety of audiences, demonstrating good listening, questioning and negotiating skills
<b>8. Problem Solving</b>	Acquires and uses information from diverse sources to identify problems, evaluate solutions, recommend and where necessary, implement actions.
<b>9. Planning and Organising</b>	Plans, organises, prioritises, monitors and controls activities, making the most effective use of time and resources to achieve objectives.

**In order to support the children, nursing and care staff undertake a lot of manual handling duties as well as personal care and these are intrinsic parts of the job**

### **SECTION 3**

*Note: This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude towards these duties which may, after discussion, have to be varied subject to the needs of the Trust and in keeping with the general profile of the post.*

***Applicants for this post will be subject to an Enhanced Disclosure from the Criminal Records Bureau. The Children's Trust operates within the Criminal Records Bureau Disclosure Code of Practice. The Children's Trust has a policy on the recruitment of ex-offenders, a copy of which is available on request. A criminal record will not necessarily be a bar to obtaining a position at The Children's Trust. This post is, however, exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act (Exemptions) Order 1975. Applicants are, therefore, **not** entitled to withhold information about convictions, however long ago these occurred, including those which for other purposes are 'spent' under the provisions of the Act. In any event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust***

September 2012