

Job Description

Job Title: Families Engagement Worker

Location: Countywide

Responsible to: Communities Team Manager

Responsible for: n/a

Job Purpose: To build relationships of trust with vulnerable and marginalised parents and families within the community. The aim is to reduce stressors in the family home and engage the family in appropriate support. We can provide support and advice, build parents confidence and skills. Empowering families to experience transformation in their lives.

Main Responsibilities

Service Delivery

- To build informal relationships with parents and deliver one-to-one support to members of the family identified as requiring support as required by Children’s Services under the supervision of the Families Team Manager.
- The role may require unsociable hours as part of the support offered to the family with regular reviews to ensure this is not ongoing unless identified as required to sustain the family’s needs.
- To deliver support in the family home in areas of parenting, boundaries, decision making, benefits, sign posting and challenging behaviour in line with assessment undertaken.
- To ensure accurate written records are completed following each meeting with the family.
- To ensure that parents and their families are treated with respect and dignity, and are empowered to make informed decisions about their own lives.
- To ensure that all risk reduction measures are taken when working within the family home and to alert the families team manager if any risk factor changes which could be detrimental to the family or team.

Safeguarding

- To ensure that YMCA Norfolk’s Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.

- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.

Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information.
- To assist the Families Team Manager in representing the YMCA work with external agencies and local churches as appropriate to develop a better service within YMCA Norfolk and across agencies.
- To input into cross-locality and cross-organisational working groups to support wider organisational objectives.

Development

- To contribute in monthly team meetings to further the current community work in line with the Organisations vision and strategy.
- Attend and participate in regular one to one line management and an annual appraisal.

Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that parents and their families receive a high quality person-centred service that is in line with YMCAN's values.
- To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes.
- To be alert to and manage risk effectively in all locations.
- To adhere to all lone working policies and risk assessments provided for you by YMCAN.
- To actively take part in required mandatory training as part of the yearly cyclical training calendar.
- To operate within clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
- To operate within the Behaviours Framework embedded across the organisation.
- To implement and adhere to YMCA Norfolk's Policy and Procedures at all times.

Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.





- To engage in wider involvement opportunities and activities of YMCAN.

Equality and Diversity

- To act in accordance with YMCAN’s equality, diversity and inclusion policy and procedures, to ensure that the Association is compliant with legal and regulatory requirements.

Christian Ethos

- To work in line with the ethos of the organisation across the service area.
- To ensure all policies, procedures and working practices within the service area support the Christian identity and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder’s capabilities and the changing working environment.

Terms and Conditions

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| Pay: | Grade D £11.11 per hour |
| Hours: | 15 hours per week |
| Contract: | Permanent |
| Shift Pattern: | Hours of work will be flexible across the day to meet the needs of the service. There will be a requirement to work some evenings and weekends. |
| Annual Leave: | 34 days (pro rata) per annum inclusive of Bank and Public Holidays. |
| Pension: | Access to contributory stakeholder pension scheme after 3 months. |
| Notice Period: | 1 month |
| Conditions of Appointment: | Satisfactory references and satisfactory DBS check. This post is subject to a 6 month probationary period. |
| In Service Training: | Time allowed for in-service training, subject to budgetary provision. |





YMCA NORFOLK

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| Scale Staff | None. |
| Sites | The Families team is based in Norwich but the post holder may be required to visit other YMCAN sites. |
| Discretion to Act | Any expenditure within the role is to be approved by the Families Team Manager. |
| Environment <ol style="list-style-type: none">1. YMCA Norfolk operates on a 24 hour, 365 days per year basis.2. Unsocial hours3. Risk | <p>In extreme circumstances, the post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>Due to the nature of the post there may be unsociable hours of early mornings, evenings and weekends.</p> <p>There may be identified risk which will be documented and discussed with you before working with the family or young person. The risk will be mitigated as far as possible and a Lone Working Risk Assessment will be given identifying all areas of risk which you will be expected to adhere to when working in the community.</p> |



Person Specification

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| Job Title | Families Engagement Worker | |
| Category | Essential | Desirable |
| Knowledge | <p>K1 - Proven record of provision of sound advice across a range of parenting related issues</p> | <p>K2 - Demonstrable understanding and up to date knowledge of family work policy and practice</p> |
| Skills | <p>S1 - Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts</p> <p>S2 - Good written and verbal communication skills</p> <p>S3 - Time management skills</p> | |
| Aptitude | <p>A1 - Competent user of MS Outlook, Word, PowerPoint and Excel</p> <p>A2 - Able to develop strong positive working relationships with colleagues</p> <p>A3 - Able to demonstrate a clear commitment to excellence in family work delivery</p> | |
| Experience | <p>E1 - Experience in parenting work</p> | <p>E2 - Experience of one-to-one work and caseload management</p> <p>E3 - Experience of the voluntary or not for profit sector</p> |
| Education | <p>Q1 - "O" level / GCSE or Equivalent in Maths and English</p> | <p>Q2 - Professional qualification in parenting/family work/social work</p> <p>Q3 - Evidence of recent relevant training</p> |
| Christian Ethos | <p>V1 - In sympathy with the Christian Identity of the YMCA</p> | |
| Personal Qualities | <p>P1 - Able to present self and work effectively</p> | |





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| | P2 - High levels of honesty, integrity and discretion | |
| Circumstances | C1 - Able and willing to work unsocial hours C2 - Hold a full driving licence and have own transport | |
| Health | H1 - Able to meet the requirements of the post with or without reasonable adjustment | |
| Equality and Diversity | O1 - An understanding of equality and diversity | |

