

## BIRMINGHAM & SOLIHULL WOMEN'S AID JOB DESCRIPTION



**POST:** Children and Family Support Worker

**HOURS OF WORK:** 28 hours \*(Due to the nature of this post the post holder will be expected to work after school, early evenings, school holidays and weekends & you will be required to participate in a 24 hours on call rota)

**SALARY:** £28,082 pro rata

### **JOB PURPOSE:**

- To develop and deliver family support and play sessions to children, young people and their mothers in refuge and the community. To lead on domestic violence awareness raising sessions with children/young people and professionals.

\*BSWA provides safe secure accommodation to some of the most vulnerable women and children therefore in order to ensure we provide maximum support and safety it is essential that our service is available to them 24/7. We do this through operating an on-site rota that covers weekends, evenings and bank holidays as well as a 24 hour call out system.

**RESPONSIBLE TO:** The Refuge Manager

### **DUTIES AND RESPONSIBILITIES**

#### **SUPPORT WORK:**

- To work in partnership with mothers/carers to identify children and young people's support needs and to ensure those needs are met
- To undertake needs analysis for each child and young person, to ascertain the level of support needed and the type of activities required to meet their needs
- To develop and deliver a comprehensive programme of one-to-one and group therapeutic and play sessions, and shared activities within refuge
- To provide school holiday play schemes in refuge
- To supervise and accompany children and young people on trips and visits outside of refuge
- To provide one to one support and family support with families living in the community
- To seek approval of all programmes with the refuge manager and ensure that these are discussed with other relevant members of the staff team before implementation

## **BIRMINGHAM & SOLIHULL WOMEN'S AID JOB DESCRIPTION**

- To participate in the development of informative literature for women and children, including a children's introduction pack, which is to be kept up-to-date
- To purchase/hire such equipment as necessary to undertake programmes within budgetary constraints and with approval from the refuge manager
- To carry out appropriate methods of communication with women, children and young people living in refuge to keep them informed about opportunities and updates on work that is taking place, including house meetings
- To carry out detailed monitoring and evaluation of all support work, and keep an accurate record of notes and comments in line with relevant legislation
- To communicate regularly with mothers/carers about the work with their children
- To support mothers/carers to enable them to meet the schooling, health and social care needs of their children
- To link with health workers, schools, nurseries, social workers and to implement procedures for referral to other agencies
- To work with the BSWA floating support and resettlement teams to identify the needs of women and their children leaving refuge after being offered permanent accommodation
- To advocate on behalf of children, where necessary, throughout adhering to Child Protection procedures
- To ensure that Health and Safety records are kept up to date

### **ADMINISTRATION:**

- To work within BSWA's administrative and financial systems
- To ensure that adequate records are kept for all service users
- To keep accurate records of financial transactions in line with BSWA's procedures
- To provide monthly reports to the Refuge Manager about work that has taken place, feedback from service users and produce statistical information about participation
- To contribute to the preparation of reports for funders

### **COMMUNICATION:**

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, staff, volunteers and service users by:
  - maintaining BSWA communication records
  - following safety procedures
  - attending team meetings
- To attend support and supervision sessions with your line manager
- To develop a professional working relationship with external agencies

### **PREMISES AND EQUIPMENT:**

- To ensure that all play areas, equipment and activities comply with Health and Safety requirements, the Children Act and other relevant legislation
- To deliver inductions and orientation to all children and young people entering the refuge
- To offer support and training to volunteers and ensure that they are aware of all legal Health and Safety requirements

**BIRMINGHAM & SOLIHULL WOMEN'S AID  
JOB DESCRIPTION**

**TRAINING:**

- To deliver positive relationships and domestic violence awareness programmes in local schools and youth groups
- To raise awareness of the impact of domestic violence on women and children and of BSWA services through the delivery of training and briefing sessions to agencies and community groups
- To work alongside colleagues to organise in-house training and information sessions on a range of issues for service users

**GENERAL:**

- To maintain the confidentiality of the women and children using the service and, in all matters, relating to the organisation
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA
- To work within BSWA and local multi-agency child and adult safeguarding procedures
- To work within BSWA's framework for equal opportunities and anti-discriminatory practice
- To undertake any other duties required by BSWA, which may arise and commensurate with the post

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**PERSON SPECIFICATION**

<b>RELEVANT QUALIFICATIONS:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
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N.N.E.B./BTEC National Diploma/ NVQ II/NVQ III Childcare; Playwork; Youth & Community Work; Social Work; Teaching or other childcare qualification in line with Children Act 1989	X		
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<b>COMMITMENT AND UNDERSTANDING:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
Commitment to services for women and children affected by domestic violence	X	X	
Commitment to work within BSWA ethos, policies and procedures.		X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic violence and its implications for women and children	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

<b>EXPERIENCE:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
Of working within a children and family setting with women and children affected by domestic violence	X	X	
Of assessing and working to meet children's needs in a holistic way	X	X	
Of developing and maintaining effective working relationships with external agencies	X	X	
Of delivering play activities for children	X		
Of delivering training and awareness sessions	X	X	
Of working within safeguarding guidelines and legislation to protect and promote the well-being of children and vulnerable adults	X	X	

<b>SKILLS:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
A professional approach to communicating with and engaging service users in the development and delivery of the service		X	
The ability to carry out safe working practices essential within domestic violence services, including risk assessment, safety planning and the implementation of confidentiality procedures	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team		X	
Good administrative skills and the ability to work with Microsoft Office	X		
A willingness to work flexibly to ensure the needs of the service are met		X	

<b>DESIRABLE:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
The ability to speak one or more of the community languages Birmingham and Solihull	X		
Experience of working with children of a variety of ages	X		