Family Support Assistant

JE Code: JE0645



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Children’s Social Care  |
| **Reports To:** | FAST Deputy Team Manager  |
| **Job Family:** | Care and Welfare  |
| **Grade:** | D |
| **Political Restricted:** | N |
| **Date:** | April 2023 |

**Key Deliverables**

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| **1.** | To visit families in their own homes to provide support & guidance to parents in providing safe basic care of their children ensuring good enough levels of personal care, health, hygiene and ensuring daily care routines are in place and sustained. |
| **2.** | To support parents to address any significant housing concerns including help to improve and maintain a safe and hygienic home environment so children can thrive and safely develop. |
| **3.** | To support parents to implement effective routines for the children e.g., morning, school, mealtime and sleep routines taking into account a child’s specific developmental needs. |
| **4.** | To help and support parents to develop knowledge and skills in providing a healthy diet for their children which may include support with budgeting, shopping and food preparation. |
| **5.** | Supporting and guiding parents to manage their finances including basic budgeting work, linking into debt management agencies and helping with applications to the Benefit Agency / other organisations as required. |
| **6.** | To both lone and joint work with others to deliver interventions to families within agreed frequencies and timescales. |
| **7.** | To maintain accurate electronic case records, liaise on a regular basis with the case holder and contribute to wider case meetings or provision of reports in respect of the intervention completed. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Proven experience of direct work with adults/parents and evidenced ability to build rapport and professional relationships with service users including those who may be difficult to engage. |
| **2.** | Ability to drive own vehicle for work purposes which may include transporting adults/children to and from venues, appointments following risk assessment and use of lone working technology. |
| **3.** | Organised and self-disciplined, with the ability to offer practical support and guidance to families in order to improve their home environment. This might include support with de-cluttering; address hoarding behaviours; implement and demonstrate effective cleaning and household routines. |
| **4.** | Resilient, with good listening, observational, communication and inter-personal skills and an ability to work in a non-threatening anti-oppressive and collaborative way with service users and with other agencies/professionals /colleagues. |
| **5.** | Ability to maintain accurate and timely case records in accordance with organisational recording protocols and to compile succinct reports /referrals/letters to other agencies/ departments as required. |
| **6.** | Ability to understand child protection risks and risks to others and observe and report concerns in a professional way without delay. |



Job Family

Care & Welfare

Grade D

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of Council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

### The Knowledge and skills required

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

### Thinking, planning and communication

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day-to-day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

### Areas of responsibility

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant

or even threatening people related behaviour from time to time.