

Family Thrive

Family Thrive provides intensive family support by working closely with the whole family to enable positive outcomes.

Every family faces challenges. Family Thrive provides targeted early help, working with you and your family so that small problems don't become bigger. Working with families who have children aged 0 to 18 years (or up to 25 years if SEND), who may require additional support to help them be happier and healthier.

We work closely with schools and other professionals with your consent. We work with families for up to 26 weeks and will complete an Early Help Assessment with you, which will include having Team Around Family meetings with you, your family and professionals to ensure there is a focused family led plan that is reviewed to ensure we are supporting you achieve the goals you want to achieve.

What does Family Thrive involve?

- A Family Practitioner is someone who will be working with you and your family as the lead professional. The lead professional is someone who will make sure you receive the right support at the right time by working together with you, your family and any other professionals involved. They will always ask your permission and keep you informed of their worries and what they see is working well in your family. They will also listen to your wishes and your worries, meet with you regularly, help make changes to areas of your family life causing you worries.
- An Early Help Assessment (EHA) is nothing to be worried about. It can start with a conversation to work out how to help you stop small problems becoming bigger and more difficult to manage. It is good to talk about things that are going well and things that you're proud of as well as things that you're finding a challenge. Together you'll agree what to write down in the EHA so there is a record of what you talked about. If help is needed from other services you do not need to keep repeating your story.
- We like to involve children and young people as much as possible in our work, to ensure their views, wishes and goals are incorporated into the work we do. With your consent we will talk with your child or children or arrange for somebody who knows your children to speak to them.

- A Team Around Family (TAF) brings together people you know or who can offer support. Together, we can help you and your family find ways to solve any problems you are having. You can say who you want to come to the meeting and all agreements are made with your consent.

If you do not need a Family Practitioner, an Early Help Coordinator can speak to you about which Early Help service may be the most useful for you and your family. They will not be allocated to you as your lead professional but can support you with a Team Around Family meeting, signpost you to service, help you complete referrals.

Family Thrive contacts

Serita Kwofie, Head of Prevention and Early Help	07920 714 986
Billie Murdoch, Group Manager, Family Thrive	07876 066 335
Family Thrive duty team	020 8314 7333
MASH (Multi-agency safeguarding hub)	020 8314 6660

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PROSPECTS

Job profile

Family support worker

The challenging and varied role of a family support worker is ideal for anyone hoping to make a positive impact on the lives of children, young people and families

As a family support worker, you'll offer practical help and emotional support to families experiencing short or long-term difficulties. You'll typically be employed by local authorities' social services departments or charitable organisations.

The focus of your role is to provide hands-on support to service users, empowering them to address various challenges, reducing problems and risks and, in some cases, helping to make sure that children can remain with their family.

You might help parents and children with a range of social and personal issues or specialise in a particular area such as domestic abuse, bereavement or homelessness.

Job titles vary and you may also be known as a:

- family intervention officer
- family outreach officer
- family welfare assistant
- key worker
- parenting support worker
- project worker.

Responsibilities

Families are usually referred to you by a social worker, and you may work together to assess and support the service users. Your role will vary depending on the needs of the family you're helping, but you may also have a specialist area, depending on your employer's focus.

The challenges faced by your service users could relate to:

- anti-social behaviour and criminal activity, such as a parent in prison
- behaviour and social interaction
- bereavement and caring responsibilities
- bullying
- disability
- domestic violence and abuse
- drug and alcohol addiction
- education and learning

- finance and debt
- housing and homelessness
- language barriers
- learning difficulties
- marital discord, separation and divorce, including care orders
- mental or physical health issues
- parenting skills
- physical and mental health issues, disabilities and learning difficulties.

As a family support worker, you'll typically need to:

- complete an initial assessment of families' needs so that you can identify and plan the support needed to address issues and prevent any problems from escalating
- undertake regular caseload review meetings with individuals and families during home and community visits to ensure they're fully supported to progress and achieve desired outcomes
- work with social workers, colleagues, and other health and social care professionals and multi-agency networks to evaluate caseload needs and the progress that has been made
- manage your own workload, administration and diary commitments
- assess parenting skills and help people to build physical and emotional caring abilities through a range of practical activities
- help children with learning and development
- enhance parents' understanding of different education and play strategies
- provide practical home management support, such as how to bathe a child properly, how to potty train or how to manage behaviour
- provide budgeting advice to parents so they can manage their household spending
- coach, mentor and motivate families to understand the benefits of relevant activities
- maintain accurate and up-to-date administration and caseload records, including reports of all interactions
- stay with a family during a crisis situation, such as a parent being in hospital
- attend court sessions when relevant, for example in cases of child protection
- adhere to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies
- ensure you're up-to-date on your knowledge of local service provision for appropriate signposting and referrals.

Salary

- Starting salaries for family support workers are typically between £18,000 and £24,000.
- With experience or a particular specialism you can earn up to £35,000, especially if you're in a supervisory role.
- Salaries for family support workers working as family centre, project and charity managers can be up to £50,000.

Casual, sessional or relief family support workers are typically paid between £11.00 and £16.00 per hour.

Income figures are intended as a guide only.

Working hours

Full-time family support workers usually work 37 hours per week. There are also part-time, casual and job share options available.

- You may have to work early mornings, evenings and weekends to accommodate the family's needs and commitments, such as work and school hours.

What to expect

- Your work will usually be split between the office, attending meetings, organising workload, typing reports and updating caseload activities, and the family's home. You may also attend court.
- You'll work in a multidisciplinary team or partnership of support agencies, in a variety of settings including local authority offices, families' homes, schools, nurseries, youth centres, probation offices, homeless refuges, local courts, and the premises of voluntary and charitable organisations.
- The role can be emotionally draining as you could be dealing with sensitive and traumatic issues, including bereavement and neglect. It can also be challenging and involve confrontation, particularly if a family does not welcome your involvement. In some cases, the family may not be ready to engage with you, and therefore not all interactions will have a positive outcome. However, enabling families to overcome wide-ranging challenges and difficult situations means that your role can be extremely varied and highly rewarding.
- Ongoing local authority budget cuts and staffing restructures affecting social care services mean that there may be some uncertainty relating to job security within the public sector. Within the third sector, role security and contract term may depend upon the organisation's funding and charitable grants.
- You will usually need a driving licence and your own vehicle to visit different locations within your day-to-day role.

Qualifications

Although entry routes into family support worker roles are varied, you'll usually need a combination of relevant experience and qualifications.

Typically, employers seek a minimum of a level 3 qualification in one of the following:

- advice and guidance
- childcare
- community work
- counselling
- education
- health
- social care
- youth work.

You could also complete a relevant apprenticeship, such as the Early Intervention Practitioner or Children, Young People and Families Practitioner apprenticeships. Search [Find an apprenticeship \(https://www.gov.uk/apply-apprenticeship\)](https://www.gov.uk/apply-apprenticeship).

Employers will also usually expect you to have experience of working with children and their families and knowledge of safeguarding practices and procedures. It may be worth completing a course in safeguarding awareness to support your application.

While you don't have to be a graduate to become a family support worker, the following degree subjects can lead to this career:

- childhood studies
- education

- psychology
- social work
- youth and community work.

To work with children, young people and vulnerable groups, you will need to undergo an enhanced Disclosure and Barring Service (DBS) (<https://www.gov.uk/government/organisations/disclosure-and-barring-service>) check.

Skills

You'll need to show:

- excellent communication and listening skills
- the ability to build and maintain rapport with adults, young people and children
- calmness under pressure and when dealing with challenging or confrontational behaviour
- flexibility and adaptability
- a good understanding of the challenges faced by the families you help
- organisation and problem-solving skills
- resilience and the ability to cope with emotionally-draining and traumatic situations
- commitment to making a positive difference to the lives of service users
- a positive, non-judgemental, empathetic and sensitive approach
- effective teamwork skills, as you will often be acting within a multidisciplinary service or multi-agency network
- competent IT skills in order to record and maintain accurate data
- the ability to maintain expert knowledge of local services and provision.

You may also need relevant language skills depending on the service users and communities you support.

Work experience

You'll need relevant work experience with children, young people and their families to work as a family support worker. This can be either in a paid or voluntary role. Although you may not find structured opportunities such as internships, you can work or volunteer in children and family support services in order to gain experience and develop your skills.

You may also be able to find experience in:

- children's homes
- family community centres
- family refuge centres
- mental health services
- nurseries and schools
- probation services
- youth projects.

Experience in mentoring, advisory work, coaching, problem solving and supporting children and adults is also helpful when applying for a post. Get involved in activities through your university's volunteering and community services or search for local voluntary opportunities using the Do-it (<https://do-it.org/>) website. Your local volunteer bureau may also help you to find relevant work experience.

Find out more about the different kinds of [work experience and internships \(/jobs-and-work-experience/work-experience-and-internships\)](#) that are available.

Employers

Jobs are available in the public and not-for-profit sectors in local authority social services departments and specialist support organisations and charities.

You may also work in a school offering support and advice to children who attend the school and their families.

Look for job vacancies at:

- [Charity Job \(https://www.charityjob.co.uk\)](https://www.charityjob.co.uk)
- [Children and Young People Now Jobs \(http://www.cypnowjobs.co.uk/\)](http://www.cypnowjobs.co.uk/)
- [Community Care Jobs \(https://jobs.communitycare.co.uk/?intcmp=Jobs-Navbar\)](https://jobs.communitycare.co.uk/?intcmp=Jobs-Navbar)
- [Jobs Go Public \(http://www.jobsgopublic.com\)](http://www.jobsgopublic.com)
- [LG Jobs \(http://www.lgjobs.com\)](http://www.lgjobs.com)

Opportunities are also advertised on individual charity websites, in the local and national press and by recruitment agencies.

Professional development

It's important that you commit to ongoing learning and development. You will usually take regular or further training relating to:

- policy and legal frameworks and procedures (including data protection and confidentiality)
- child protection and safeguarding
- assessment methods
- health and safety
- first aid
- equality and diversity
- recognising the signs of substance misuse and domestic violence.

You'll need to attend in-house and external training sessions, conferences and seminars to maintain your professional knowledge and skills. You may also undergo supervision.

You can also take qualifications relevant to your specialism. The charity Women's Aid, for example, provides accredited courses in tackling and preventing domestic and sexual violence/abuse. Courses are also available in areas such as bereavement and debt counselling.

Some family support workers choose to work towards higher-level qualifications, including foundation degrees in working with children, young people and families.

If you already have a degree, you can take a postgraduate degree in child and family studies or family support. It's also possible to take a postgraduate certificate, diploma or Masters in child protection.

[Search for postgraduate courses in family studies \(https://www.prospects.ac.uk/postgraduate-courses-results?keyword=family%20studies&featuredCourses=116726&size=20&page=0#results\)](https://www.prospects.ac.uk/postgraduate-courses-results?keyword=family%20studies&featuredCourses=116726&size=20&page=0#results).

Career prospects

With experience and relevant qualifications, you may want to specialise in a particular area of family support work, such as homelessness, domestic abuse or supporting people with learning difficulties.

For many family support workers, progression involves moving into supervisory and managerial posts. This typically involves leading a team of staff or running a refuge, project or family centre. Your role will include the planning, delivery and evaluation of family services.

As well as progressing into leadership, strategic and policy development roles, it's also possible to move into research by taking a PhD in family support.

Family support workers may choose to progress to become [social workers \(/job-profiles/social-worker\)](/job-profiles/social-worker). You can find out more about social work careers via the [British Association of Social Workers \(BASW\) \(https://www.basw.co.uk\)](https://www.basw.co.uk).



[\(http://agcas.org.uk/\)](http://agcas.org.uk/)

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Written by AGCAS editors

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Job Description

Title:	Family Support and Parenting Practitioner (FSPP)	Grade:	BR12
Department:	People, CE&F, CSC, EIFS	Section:	Bromley Children Project (BCP)
Post No:	13147 – 13156, 13882 – 13884 13971, 14369 – 14372, 14979 - 14984	Reports to:	EIFS Team Manager

MAIN PURPOSE

- To deliver focused appropriate and challenging support to a caseload of families under pressure, safely providing early intervention and preventative services to reduce the impact on Children’s Social Care, keeping the safety of the child/young person as the central focus.
- To deliver parenting courses and seminars, across a cluster of Children and Family Centres and other venues within the borough as well as virtually.
- To improve the quality and accessibility of evidence-based parenting provision within the London Borough of Bromley for families with a wide range of risk factors associated with poor outcomes for children and young people.
- To support the delivery of appropriate and effective services in Children and Family Centres in the borough.

SUMMARY OF RESPONSIBILITIES AND DUTIES

1. To support parents of children with a range of needs in terms of type and complexity including social, emotional, health or behavioural issues, in partnership with staff from other support agencies, to contribute to promoting positive behaviour and enabling parents to develop strong, positive relationships with their children/teenagers
2. To be actively involved in the CAF process acting as Lead Professional when appropriate to ensure multi-agency working for families with multiple and specialist needs is targeted and impact driven.
3. To target and engage vulnerable/ hard to reach parents, encourage their involvement in activities and education to support their own development and that of their children and to support and challenge them to engage with identified interventions to develop their independence, through effective assessment, goal setting, challenge and support.
4. To undertake effective outreach support for individual families on parenting, practical and other issues through 1-2-1 and/or group interaction in a range of venues, including home visits, at all times adhering to the guidelines laid down in the lone working policy and assessing risks in all situations
5. To promote and support local parents to have a voice and drive service development across the all elements of EIFS services and to enable them to develop peer parenting support groups in partnership with other appropriate agencies
6. With casework supervision where necessary, assess need, plan, implement, and review support for families whilst engaging parents in the process, and partner agencies were

Contact Details:

Team Site name: hr/pers/ss/jd&ps/\$

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required, to enable them to identify appropriate and realistic life-long learning opportunities, activities, interventions and support, for themselves and their children/teenagers.

7. To identify the need for, develop, pilot, facilitate, and evaluate a range of meaningful groups for parents, and deliver approved evidence-based parenting courses occasionally running these in the early evening and /or on Saturdays.
8. To liaise with a wide range of statutory, voluntary, community, private and/or independent agencies to ensure commissioned services provide for identified needs.
9. To provide support and mentoring for Family Workers in schools where requested including regular liaison regarding referrals within EIFS or other agencies and support their personal development to enable them to organise needs-led activities for parents, including appropriate venues and crèches.
10. To contribute to the development of the EIFS service through outreach and networking with a wide range of partners including statutory, voluntary and community groups and other agencies.
11. To publicise activities, produce reports and other materials as requested and on demand, and where appropriate work with professionals across the wider workforce and support them to access appropriate and accessible publicity materials, activities and information about EIFS services.
12. To keep accurate, timely and appropriate record using the EIFS' database and another approved systems, including detailed assessments, goal setting, case-notes, statistics in relation to the range and frequency of interventions, or other monitoring and evaluative reports as required by partners and or external funding agencies.
13. To actively and positively contribute to the ongoing development of the service reflecting the needs of the parents and families, Government legislation, and local priorities as detailed in e.g. Children and Young People's Plan.
14. To attend and actively contribute at a wide range of meetings including: team meetings, partnership/multi-agency specialist meetings (e.g. safeguarding, CHIN, and behaviour), relevant steering and service development groups both within the local authority and nationally, as requested.
15. To actively participate in regular casework supervision sessions with your line manager, in addition to any appraisal system, taking responsibility for the ongoing identification of your own support, and developmental/professional training needs, to ensure the service is operating effectively, efficiently and supporting Bromley to achieve excellence, and to provide the same for the staff managed.
16. Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running to the Department/Section/Team.

CONTACTS AND RELATIONSHIPS (customer focus, both internal and external)

1. Required to consult and develop relationships with the families and statutory, voluntary and community agencies.
2. Required to represent the team at meetings with Head teachers, Service Providers, etc. when required

MANAGEMENT AND LEADERSHIP (finance, resources, performance management, staff supervision and service delivery)

1. Supervision support and identification of training for team members

Contact Details:

Team Site name: [hr/pers/ss/jd&ps/\\$](http://hr/pers/ss/jd&ps/$)

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Issued: \$(Month Year)

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EQUALITIES

1. Ensure implementation and promotion in employment and service delivery of the Council's equal opportunities policies, Diversity awareness and statutory responsibilities.

	Date	Name
1. Date drawn up	28/09/10 Reviewed April 2013, Sept 2019, Mar 2021	Rachel Dunley/Nina Newell Rachel Dunley/ Debs Cole
2. Given to Post holder	As appropriate through advert, and appointment paperwork	
3. Confirmed by Line Manager	15/11/2010 04/03/2021	Rachel Dunley
4. Evaluated	15 November 2010	Denise Holman and Julie Alland



Person Specification

Title:	Family Support and Parenting Practitioner (FSPP)	Grade:	BR12
Department:	ECHS, CSC, EIFS, BCP	Section:	Bromley Children Project
Post No:	13147 13148 13149 13150 13151 13152 13153 13154 13155 13156	Reports to:	Bromley Children Project Senior Family Support & Parenting Practitioner

SKILLS AND ABILITIES and EXPERIENCE

1. Strong communication and interpersonal skills to drive effective lasting change for families in Bromley particularly in relation to support and challenge: -
 a. of families within a caseload with a range of complex multi-faceted issues
 b. of professionals from all agencies

2. Able to identify and respond flexibly to needs of families and the wider service.

3. Able to enthuse and activate parents, children, young people and multi-agency partners working with and families, particularly those who find services hard to engage

4. Good organisational skills and ability to work to imposed deadlines whilst remaining calm and effective. working flexibly and creatively within a pressurised environment

5. multi-agency working at all levels

Ability to work both within a team and independently, at all times demonstrating initiative

1. Ability to draft and present oral and written assessments and reports competently.

6. Ability to facilitate challenging parenting, and other, groups effectively. facilitating groups, specifically but not exclusively, evidence based parenting programmes

2. Ability to actively promote both equality and diversity appropriately in daily practice.

3. Good IT skills, including database operation and MS Office programmes.

4. Working either in Education, Social Services, Health, Youth and Community or the voluntary sector.

KNOWLEDGE of:

1. policy and procedures relating to Child Protection

2. an understanding of social exclusion and the key issues facing vulnerable families.

3. a range of approved evidence-based parenting programmes

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4. the Every Child Matters, Children's Centres agendas and Ofsted inspection guidance and their impact on supporting vulnerable / troubled families.
5. a range of funding opportunities to support vulnerable families
6. child development, family and group dynamics covering children aged 0-19
7. lifelong learning opportunities
8. an understanding of equality and diversity issues.

QUALIFICATIONS

1. A relevant professional qualification in Community work, Social Care, Education, Health, or Youth work or a degree and/or significant experience in a relevant related field.

SPECIAL CONDITIONS

1. Availability to undertake duties outside normal working hours e.g. evening and Saturdays, in order to support the families.
2. Demonstration of clear understanding in relation to confidentiality, data protection and Freedom of Information.
3. Use of a car for work, with appropriate insurance and a valid driving licence.

DATE DRAWN UP

28 September 2010 (by Rachel Dunley and Nina Newell)
Evaluated 15 November 2010 (by Denise Holman and Julie Alland)
Reviewed April 2013, May 2016