

JOB DESCRIPTION	
Job Title	Children and Families Support Worker
Contract Type	Permanent
Hours to be Worked	The full time standard working week at Urban Outreach (UOB) is 9.00am – 5.00pm Monday to Friday with 1 hour lunch break. Some work outside these times will be required on a rota basis. Full-time or part-time (not less than 3 days pw) may be considered.
Place of work	The principal place of work is currently 'Environ House', Salop Street, Bolton. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
Directly responsible to	The Children and Families Team Leader
Directly responsible for	Clients when engaged within the service
Summary of Role: We are looking for a compassionate and highly motivated individual to join our RUNA (Missing from Home) Project. The project focuses on supporting families, children and young people who are affected by periods of missing from home and the risks associated. The job involves empowering young people to have a voice and to be listened to through the delivery of independent return interviews. RUNA provides bespoke, one-to-one support building trusted relationships with young people. RUNA promotes and contributes to a multi-agency response through information sharing, assessing risk, attending partnership meetings, collating data to enhance and inform practice, raising awareness and contributing to safeguarding. The job also includes helping service users develop strategies to overcome the difficulties they are facing, make positive life-style changes to reduce the risk of further issues arising and to live healthy, safe and rewarding lives. It involves the provision of practical and emotional health support, advice, information and guidance. It also involves work in schools and other settings and with other agencies to raise general awareness of risks. In addition, the post-holder will be expected to support the wider work of the Children and Families Team, Adult Services Team and our Food Services Team. Context: Projects and services that the post-holder will primarily be responsible for supporting delivery of are: 1. Our <u>RUNA (Remember U are Not Alone)</u> project - supporting young people that are reported Missing from Home, and working alongside the Local Authority and Greater Manchester Police. 2. Our '<u>RISE</u>' service – personalised advice, guidance and support focusing on emotional health. 3. Other projects and services which may be developed from time to time to support	

children and families.

Main Duties and Responsibilities

The post-holder will:

1. Carry a case-load of clients referred to our various Children and Families support services.
2. Undertake an assessment of risk for each client or family referred.
3. Plan and deliver an appropriate package of support based on need and realistic expectations.
4. Utilise appropriate resources and develop additional resources to enable the provision of effective tailored support.
5. Design and deliver training and guidance for service users and those at risk as required
6. Design and deliver presentations and educational information sharing sessions on the work of UOB to our partner agencies and supporters as required
7. Maintain regular communication and good relationships with partner agencies and attend appropriate meetings.
8. Conduct home and school visits and office-based meetings - developing and maintaining good working relationships with children and their families.
9. Mediate and negotiate solutions which keep children and families safe
10. Maintain thorough records, files and database logs. Collect and provide information in accordance with project specification and contractual requirements
11. Maintain data security and information-sharing protocols
12. Be vigilant in safeguarding children and vulnerable adults from harm and participate fully in any child protection and adult safeguarding procedures.
13. Support the gathering of service user feedback and involvement in service development
14. Draft news items, take photographs of work interactions and prepare case studies for communication through social media and the UOB website, leaflets and publicity displays.
15. Stand in for and support other Children and Families Team members as required
16. Support Food and Adult Services UOB Team members in service delivery as required
17. Support other office-based staff in ensuring phone lines and visitor intercom is covered at all times. Take messages and signpost customers.
18. Undertake relevant training and continuous professional development including specialisms in emotional health, safeguarding, exploitation, county lines and missing

from home as needed.

19. Participate in one-to-one competency appraisals, supervision and team meetings
20. Be familiar with and abide by all the policies and procedures of UOB with particular regard to safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.
21. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
22. Undertake other duties and responsibilities consistent with the objectives of this post.

PERSON SPECIFICATION

Please try to show on your application form, how you meet the items on this specification. Your response will be used for shortlisting and interview purposes.

Essential Criteria

1. Demonstrable personal commitment to UOB's charitable objects, mission, vision, aims and Christian Ethos.
2. Friendly, enthusiastic, supportive and able to work well as part of a team
3. Able to demonstrate personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.
4. Experience in guiding and supporting families, children and young people with multiple and complex needs.
5. Able to demonstrate good mediation and negotiation skills.
6. Knowledge of Bolton Safeguarding Children Partnership's safeguarding procedures and thresholds.
7. Able to demonstrate continuous development of appropriate skills and knowledge
8. Possessing good attention to detail and accuracy in completing tasks in a timely manner
9. Possessing good organisational skills, the ability to use initiative, to plan ahead and prioritise well.
10. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.
11. Able to demonstrate good customer service, listening and presentation – relating well to service users and professionals alike.
12. Digitally literate – possessing good literacy and numeracy skills together with a good working knowledge of computer programmes. Competency in data inputting, monitoring and in report writing.
13. Able to build and maintain good relationships with partner organisations.
14. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.
15. Able and willing to work outside standard working hours as determined by needs of the job.

Required Qualifications

16. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) check. We can arrange this. In addition, must pass Greater Manchester Police Security Vetting procedure.
17. Must have the use of a car (with business insurance) and a full clean UK driving license.

Desirable Criteria

18. Experience in developing projects and services.
19. GCSE grades A – C (9 – 4) in Mathematics and English or equivalent
20. A relevant professional qualification.
21. Prior experience in the same or similar job role.