

Phoenix Fostering Job Description



Post	Family Support Worker
Field Locations Office based at	Dependent on caseload Phoenix Fostering, Queens Meadow, Wigmore, Herefordshire, HR6 9UZ Home working is also desirable for part of the week
Responsible To	Registered Manager
Working Hours	39 hours per week, Monday – Friday (On Call duties and flexibility will be required outside of standard office hours) please note this is not a 9am – 5pm role
Checks	1 Employment Reference, 1 Character Reference and an Enhanced DBS Disclosure will be required for this post. You will ideally be able to provide evidence of qualifications relevant to this position
Salary	Salary from £25,000.00 per annum

The Family Support Worker Role

1.1 Fostering Standards

Family support workers are required to work in partnership with Phoenix Fostering colleagues in order to ensure that all aspects of the functioning and service provision of the agency meet, and ideally exceed the National Minimum Standards for Fostering Services and The Fostering Services Regulations 2011 and other relevant and current statutory requirements and guidance, paying particular attention to the 5 outcomes for children and young people (Every Child Matters), and specific pieces of work in relation to the Phoenix model.

1.2 Summary of Responsibilities

All family support workers work closely with the registered manager, supervising social workers, behaviour specialist, foster carers, education professionals, health professionals and psychologists to support a caseload of children and young people. They will be supervised by the Registered Manager and further supported by the family support coordinator.

The tasks involved will primarily be to work directly with each child/young person in accordance with individual and placement needs as set out in the child's care plan, and placement plan which will include as required: supervising contact, providing planned pieces of family support work and engaging the child/young person in specific areas of work as agreed in their plan. Family support workers work therapeutically with children and young people, around the themes of the Phoenix Model and in accordance with risk assessments and wellbeing plans. Whilst working directly with children and young people,

support workers should be mindful of working towards and evidencing the 5 outcomes as well as concentrated therapeutic responses in line with the Phoenix Model.

The family support work role is flexible to meet the needs of the children and young people on the allocated caseload. It is usual for family support workers to collect children and young people from school during term time once a week and provide a family support session before returning the young person to their placement. Longer sessions are likely during the school holiday periods or if a young person is not in school. It is therefore essential that the family support worker is prepared to travel and use their own vehicle for work purposes. The family support worker should be able to manage their own workload and possess good time management skills.

Full training will be given including positive behaviour support, attachment and trauma and safeguarding in addition to the regular in-house and external training opportunities.

Family support workers are required to attend professional meetings at which they represent Phoenix, and must therefore be able to communicate and participate professionally whilst advocating for the child.

Family support workers deliver the 24 hour on call service for Phoenix. The on call service is set up to provide foster carers requiring support outside of office hours with advice and guidance. On occasion on call workers may be required to deal with complaints or child protection issues, in these circumstances family support workers must communicate with the senior on call worker as soon as practicably possible and apprise them of the situation. In a crisis where verbal advice and support is not adequate or appears ineffective, the police may be required.

Family support workers are required to complete paperwork and recordings for meetings evidencing the work they have completed with children and young people. Family support work planning will be discussed and agreed at therapeutic placement review meetings and the family support worker will be expected to keep a written account of the planned work they have undertaken. This report acts as evidence to demonstrate how the work is underpinning the child's progress and allowing them to achieve their full individual potential. This paperwork must be completed and shared within the deadlines of the therapeutic placement review meetings. Family support workers will be required to have some basic budgeting skills in order to manage and record their financial budget for family support sessions with children and young people.

Family support workers should be prepared to undertake, when requested to do so by their line manager, any other tasks deemed reasonable that do not interfere with the completion of the primary responsibilities detailed above.

1.3 Complaints, Allegations, Disclosures & Notifications

To record and report any complaints made by children and young people, their significant others, foster carers, staff members, external professionals, or any interested parties such as members of the public, regarding any aspect of Phoenix Fostering service provision, delivery or practice as required following the procedure within the Notifications Policy & Procedures.

1.4 Training

On occasion and where appropriate and practicable the agency may require assistance with designing and delivering training. Family support workers also form part of the team which delivers Preparation Training to prospective foster carers. You will be expected to attend in-house training relevant to your role and engage with ongoing development plans. Any identified and specific training requirements will be discussed as necessary.

1.5 Recording

Family support workers are responsible for ensuring that their own recordings and reports are accurate, professional and completed in a timely and efficient manner.

1.6 Safeguarding

It is of paramount importance that all employees read and understand the expectations of their role in terms of safeguarding. Any concerns or observations must be recorded appropriately. In the event of an allegation being made, policies and procedures must be strictly adhered to. All Phoenix employees are responsible for ensuring the safe care and wellbeing of the children and young people placed with Phoenix.

1.7 Working Together

Family support workers will ensure that detailed information regarding observations and communications are reported and recorded appropriately to ensure the effective safeguarding of children and young people.

All employees are expected to speak up or 'whistle blow' regarding any unacceptable or unsafe practice by others.

1.8 Professionalism

Family support workers should be able to communicate clearly (both verbally and in writing) to internal and external professionals regarding all placements and agency practice. Using the information provided in the employee handbook, family support workers will adhere to standards of professional conduct as outlined in this document and in accordance with the Phoenix ethos.

1.9 Personal Conduct & Development

Family support workers attend regular peer group support meetings and supervision with their line manager. Family support workers are expected to actively participate in the implementation and ongoing development of a Personal Professional Development Plan. Family support workers are expected to take up opportunities for training and development, to adhere to Phoenix Fostering policies and procedures, adhere to all aspects of practice and conduct outlined in the employee handbook, and to actively challenge oppressive or discriminatory practice wherever this may occur, whether professionally or personally. Each employee is responsible for their own personal health and safety and for reporting any concerns regarding health and safety and equipment to a senior manager or partner. All employees are expected to strive to overachieve in their area of work. They should be committed in their approach to best practice and should ensure that their supervisor is informed of any obstruction to practice or progress within the role, or of any ideas or suggestions as part of an ongoing commitment to improve the organisation.