



JOB DESCRIPTION

JOB TITLE: Family Support Hub Outreach Worker (Maternity Cover)
RESPONSIBLE TO: Senior Practitioner and Family Support Hub Co-ordinator
REF: FSH/OW/01-22

The Post

The role of the Outreach Worker is to assess referrals and engage families and other agencies to ensure the best support is provided by the most appropriate agency and to support the Family Support Hub Co-ordinator to ensure the aims of the Hub are delivered.

This role will be largely office based requiring a presence to respond to Hub enquiries (phone and drop in) and will include some out of hours work e.g., for promotional and networking events.

The Outreach Worker will support the Family Support Hub Co-ordinator in completing the required administrative and networking requirements attached to this role.

MAIN DUTIES

- Complete all administration tasks associated with the role, to ensure the effective delivery of the Family Support Hub e.g., minutes of Hub meetings/follow up letters
- Input into the NIACRO Family Support Hub database pre and post Hub meetings and update referral information when required
- Contact families to gather additional relevant referral information and liaise with professionals who have made referrals, to gather and co-ordinate information and define family specific need
- Establish if any existing supports are already in place and identify any additional needs
- Attend pre hub meetings with the Family Support Hub Co-ordinator to identify suitable supports to meet any additional needs ensuring you are up to date on your knowledge of local service provision for appropriate sign posting and referral pathways
- Inform each family about referral activity and Hub recommendations



- Follow up on Hub recommendations as required e.g., onward referrals, liaison with parenting programmes; practical support; mentor and motivate families to understand the benefit of relevant activities
- To assist in the promotion of the Family Support Hub – with families, communities, and professional groups
- Manage your own workload, administration, and diary commitments, maintain records, including reports of all interactions
- Report directly to the Family Support Hub Coordinator and the Senior Practitioner, exchanging information in relation to practice
- Keep up to date with current relevant legislation (including Confidentiality, Safeguarding, Equality and Diversity), and appropriate regional strategies which underpin/inform early intervention
- The postholder may be required to fulfil any other reasonable duties in relation to the job as requested by the Line Manager

INFORMATION ABOUT NIACRO

NIACRO is a voluntary organisation working to reduce crime and its impact on people and communities. Our vision is of a society in which the needs and rights of all, including victims of crime, adults and children who offend and those who are at risk of offending, are equally respected. This drives our work with:

- Children and young people who are experiencing difficulties and/or who may be perceived to be vulnerable to offending
- Families affected by imprisonment
- Adults in prison and in the community, who have offended/are perceived to be vulnerable to offending or impacted by crime

INFORMATON ABOUT FAMILY SUPPORT HUB

A Family Support Hub is a multi-agency network of statutory, community and voluntary organisations that either provide early intervention services or work with families who need early intervention services.



The network accepts referrals of vulnerable families and children aged 0-18 who need early intervention family support and uses their knowledge of local service providers and the Family Support NI website to signpost families with specific needs to appropriate services.

The specific purpose of the Hubs is as follows:

- To improve access to early intervention Family Support services by matching the needs of referred families to family support providers
- To improve coordination of early intervention family support services by creating a collaborative network of community, voluntary and statutory providers
- To improve awareness of early intervention family support services
- To assess the level of unmet need for early intervention family support services and inform the Trust Outcomes Group Hubs believe in helping families to develop the skills to help themselves.

INFORMATION ABOUT THE POST

Salary: £25,481

Contract Duration: 6 months (maternity cover) with possible extension.

Hours: 35 hours per week: Flexibility of hours of work including weekend and evening work may be required

Location: NIACRO Portadown office

Annual Leave: 25 days per annum plus statutory holidays pro rata

Trade Union: Employees are encouraged to join the Trade Union recognised for the purpose of collective bargaining, which is the Northern Ireland Public Service Alliance (NIPSA).

Pension: NIACRO operates a Contributory Group Personal Pension Scheme with up to a 9% employer contribution when matched by an employee's 8% contribution.

Travel: Appropriate travel allowance is paid for mileage undertaken in connection with work.



Access NI: This post requires a check to be carried out under the requirements of ACCESS NI enhanced disclosure. This full criminal records check will show spent and unspent convictions, cautions, cases pending or any other relevant information

Training: NIACRO is committed to the continuous development of all its employees. The post holder will participate in all relevant training and development initiatives that are identified as required by the Line Manager.

STATEMENT OF NON-DISCRIMINATION

NIACRO is committed to equality of opportunity for all applicants including those with criminal convictions. Information about criminal convictions is requested to assist the selection process and will be considered only when the conviction is considered relevant to the role. Any disclosure will be considered in the context of the job description, the nature of the offence and the responsibility for the care of existing service users, volunteers, and employees.

Further information on Access NI and a copy of NIACRO's Handling and Assessing Criminal Convictions Policy can be accessed [here](#). If you need to discuss this further, please contact us on 02890320157.

NIACRO is an Equal Opportunities Employer

Closing date: Friday 28th January 2022 at 12pm



PERSON SPECIFICATION

Essential Criteria

1. A third level certificate qualification in a relevant discipline e.g., Criminal Justice, Youth/Community Work, Social Work, Health, Child Care or Education
2. At least two years' experience working in a similar post with children and families
3. Ability to act as an advocate for children; this includes both children engaged directly with services and their siblings
4. Understanding of and ability to apply Safeguarding and Child Protection procedures
5. Experience of working in partnership with parents, children and professionals
6. Competent in using Microsoft applications on a daily work basis (including Word, PowerPoint, Excel, and Outlook)
7. Access to transport to enable the post holder to carry out the requirements of the job

Desirable

1. Ability to maintain accurate and concise case note records
2. Experience of using the Solihull and/or Outcome Star approach
3. Motivational Interviewing and brief solution focused experience
4. Autism awareness experience