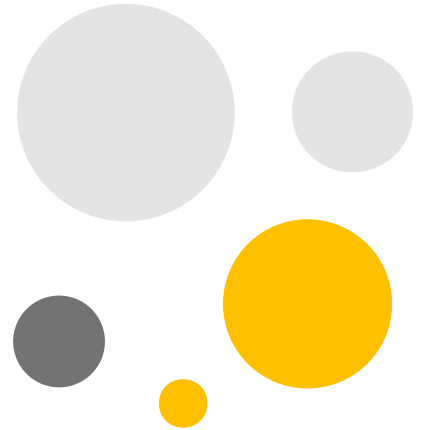


Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

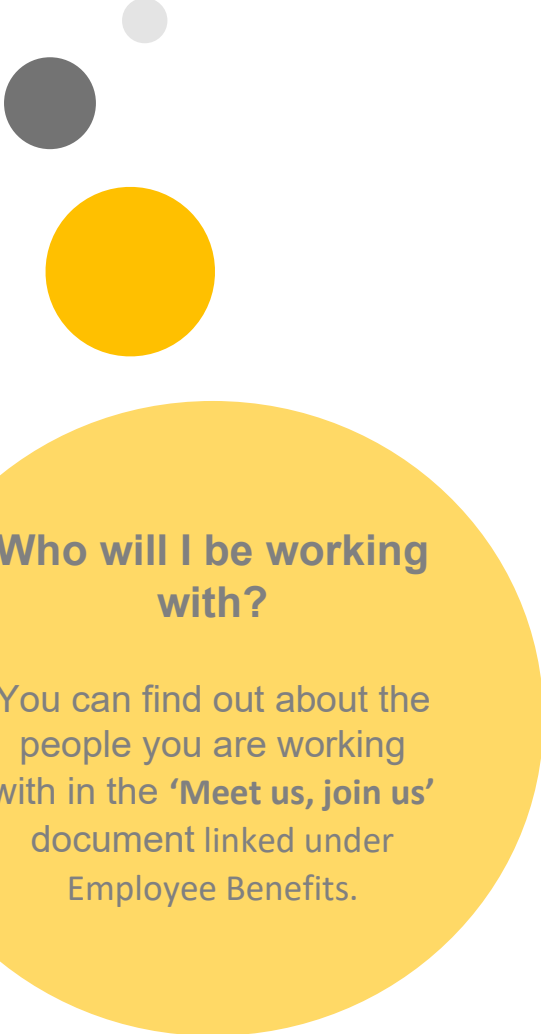
ABOUT US AND THE ROLE



What does a Family Support Worker do?

Put simply, your job is to..

Contribute to the development and delivery of a high-quality Service which meets the needs and aspirations the children or young people we support with a learning disability and their families to deliver our Mission



Who will I be working with?

You can find out about the people you are working with in the **'Meet us, join us'** document linked under Employee Benefits.

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



Job Title	Family Support Worker
Reports to	Service Manager

Purpose of Role

To contribute to the development and delivery of a high-quality Service which meets the needs and aspirations the children or young people we support with a learning disability and their families to deliver our Mission.

Main Responsibilities

Family Support

- Establish positive and supportive relationships and maintain regular contact with families
- Accept and process referrals from the local HSCT, ensuring that interventions are agreed to meet the needs of the family or children/young person referred
- Encourage and facilitate the use of person-centred thinking tools and person-centred approaches in all aspects of Service delivery
- Facilitate families making and progressing plans for their best future
- Compile and review Person-Centred Plans, Risk Assessments and any other tool that will ensure the accurate identification and description of the needs of each family
- Provide practical and emotional support to children, their families and carers
- Promote and support relationships which enable the whole family to integrate into the life of the local community including social and recreational activities and assisting them to do these things if needed
- Work to meet the aims for each family as agreed with them and our Trust partners
- Provide support to families particularly at times of crisis
- Promote and protect the rights of the families, children and young people supported by the Service and ensure that confidentiality is maintained
- Contribute to the co-ordination, implementation and evaluation of activities to include supporting sessional staff and volunteers
- Participate in an on-call rota which ensures support for staff and volunteers whilst they are engaging with the families supported
- Attend meetings as required, this includes Team Meetings, statutory meetings and meetings with families
- Assess progress against agreed outcomes and regularly review these with key stakeholders
- Advocate on behalf of children and families as appropriate

- Promote and actively work towards the inclusion of children and young people with a learning disability in the life of their local community including building community capacity

Self-Directed Support

- Promote Self Directed Support within local HSCT's and communities
- Engage with the people we support and / or their carers to agree the support that can be provided
- Determine costings for the support required
- Ensure that the people supported by the Service and / or their carers are provided with full information regarding activities to be provided, costs and other details such as transportation details
- Work with the Activity Support Coordinator to ensure that the support agreed is provided
- Contribute to research and evaluation activities including maintaining person centred information systems as required

Operations

- Provide progress and update reports to the Service Manager as required
- Identify and share Service risk information with the Service Manager
- Assist in the monitoring of Service quality, to include contributing to the review and development of the Service

Staff and volunteers

- Contribute to the recruitment, induction and support of staff and volunteers
- Work with the Service Manager and the Activity Support Coordinator to ensure all support commitments are met and that safe staffing levels are in place

External stakeholders

- Maintain positive professional working relationships with key individuals and agencies

Administration

- Accurately maintain and store records within the service, using appropriate systems, templates and record keeping processes in relation to medication, finance, behaviours, incidents, communication, risk assessment etc.
- Use ICT systems to carry out the responsibilities of the post (e.g. Microsoft Office, HR and Finance information system, staff scheduling system).

Professional Practice

- Work in line with Positive Futures' Mission, Values and Code of Conduct and Practice.
- Maintain up to date registration with the Northern Ireland Social Care Council (NISCC) or other relevant professional body and adhere to their Standards of Conduct and Practice.
- Take part in relevant learning and development courses / activities, and maintain your own mandatory training as required.
- Take part in Person Centred Supervision and performance review with your line manager.
- Read, understand and follow all policies, procedures and guidance, keeping up to date with any changes.

General

- Understand and respect confidentiality and maintain personal data in line with Positive Futures' policies, procedures and guidance.
- Carry out your duties and responsibilities in line with relevant health and safety and risk management policies and procedures.
- Ensure that risk management processes are complied with, risks are clearly identified, and mitigation actions are taken.
- Build and develop positive working relationships within your team and across other teams and departments.
- Develop and maintain positive professional working relationships with HSC Trust staff and other key individuals / organisations in the interests of the people we support.
- Make effective use of information, communication and technology systems in order to carry out the responsibilities of the post.
- Seek to make continuous improvements in your area of work.
- Promote and encourage the involvement of the people we support in the everyday work of our services and the wider organisation.
- Have regular contact with the people we support and be available to them in order that their views and wishes are kept to the forefront of our work.
- Represent the service / department and/or the organisation as required.
- Deputise, where required, for your line manager.

There may be occasions when the Job Holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

This job profile provides a summary of the core responsibilities of the role; however, the job holder may be required to undertake other duties from time to time as Positive Futures may reasonably require.

The Chief Executive must be contacted in the event of all media enquiries.

There may be other duties from time to time as Positive Futures may reasonably require.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST** have:

1. Experience of closely supporting families or individuals through challenging events, for a minimum of two years on a professional basis
2. Full, valid driving licence or an ability to travel independently to meet the requirements of the post

To apply for this role, we would also **LIKE YOU** to have experience of:

- Advocating and negotiating on behalf of families
- Using / knowledge of Person-Centred Planning & thinking tools
- Representing people who experience disadvantage
- Community networking and partnership working
- Advocacy
- Mediation/ conflict resolution
- Developing innovative and creative solutions to ensure stakeholder engagement and effective service delivery

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

“Our values” are what underpin everything we do in Positive Futures.

PEOPLE FIRST – the people we support will always be our top priority.

OPPORTUNITIES – we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers.

SPEAKING OUT – working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government – locally, regionally and nationally – and in the media.

INNOVATION – we are a learning organisation that is always looking for new, creative and better ways to do things.

TENACIOUS – we don’t give up – if it needs to be done, we believe it can and will be done.

INVOLVEMENT – the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together.

VALUE FOR MONEY – we deliver life-long results and transform peoples’ lives in a cost-effective manner.

EXCELLENCE – we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives.

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Competencies for the role	You need to be:
Respectful and Understanding of Others	<ul style="list-style-type: none"> • Kind and work well with others, treating them with respect and dignity • Understanding of the needs of others
Effective Communication	<ul style="list-style-type: none"> • Able to communicate effectively with others, verbally and in writing
Results and Quality Focus	<ul style="list-style-type: none"> • Able to be an active, positive and co-operative member of the team • Helpful and supportive of others • Focussed on the best interests of people we support
Problem Solving and Decision Making	<ul style="list-style-type: none"> • Open minded and able to resolve difficulties • Able to make good decisions
Resilient to Change and Challenges	<ul style="list-style-type: none"> • Open to change and new developments / initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package



Pay

Salary based on FTE of 37.5 hours

£ 23,874.00

£ 24,300.00

£ 24,793.00

£ 25,286.00



Holidays

33-37 days paid per holiday year (including designated holidays)

You will earn one extra day per year up to 37 days. Entitlements are shown based on full time hours. These will be adjusted on a pro rata basis for part time staff.



Pension

We offer a contributory pension scheme - we pay 4% for eligible staff alongside your contribution of 5%.

Employee Benefits

Please click [here](#) for a list of our comprehensive benefits.

Meet Us Join Us

Please click [here](#) to find out about the people you are working with.



Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

Please see our benefits document for all details of how we support you.