



Job Description

Job Title: Family Support Worker – (12 month Fixed Term Contract)

Reports to: North West Regional Operations Manager / Associate Director

Based at: 11 Gladstone Terrace , Gateshead NE8 4DY

<p>Job Purpose</p>	<p>The role holder will deliver high quality direct support to individuals and families referred via Walking with The Wounded, Project Nova and other services. Managing existing and possible future risks through assessment and plans created with the individual needs of the service user as the priority.</p>
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<p>Primary Responsibilities</p>	<p>Add Heading</p> <ul style="list-style-type: none"> ➤ Managing existing and possible future risks through assessment and plans created with the individual needs of the service user as the priority. ➤ The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community. ➤ The role holder will provide advice and expertise, particularly in relation to new initiatives, to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of family members of Veterans
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<p>Other Responsibilities</p>	<p>Key Role Accountabilities</p> <ul style="list-style-type: none"> ➤ Establish and maintain a relationship with vulnerable family members to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual’s needs and ensure positive outcomes. ➤ Provide support and advice to service users which gives them the opportunity to engage with appropriate community based services to ensure high standards of identified support can be provided to assist in meeting needs required. ➤ Monitor, evaluate and review assessments as required determining
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ADD Job title and current mm/yy

	<p>suitable adjustments to ensure that service users are able to achieve their agreed goals. Produce reports as and when require to both WWTW and key stakeholders.</p> <ul style="list-style-type: none"> ➤ Work with colleagues and key stakeholders to produce plans that use service user’s individual needs to identify and reduce their vulnerability to risk situations. ➤ Promote the service strategies nationally and to other statutory, voluntary, and military charities. ➤ Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents to gain appropriate training, employment and other outcomes identified within agreed needs assessment. ➤ Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management. ➤ Personal commitment to continuous self-development and service improvement. ➤ Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications <p>Add Further Headings as required</p> <ul style="list-style-type: none"> ➤ Add bulleted tasks
<p>Key Skills, Qualifications and Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> ➤ Experience of working within a family orientated environment ➤ Experience of supporting individuals with complex needs ➤ Willingness to consent to and apply for a DBS check. ➤ The role holder must hold a full driving license and have access to a vehicle on a daily basis. ➤ Willingness to work outside of standard office hours as required. <p>Ensure when you specify a required qualification you add wording “or equivalent”</p> <p>Desirable</p>

	<ul style="list-style-type: none">➤ Level 3 NVQ or equivalent in Information, Advice & Guidance➤ An understanding of relevant legislation and statutory guidance, MSCB Safeguarding Procedures, Domestic Abuse awareness, Children Act 2004, Children and Families Act 2014.
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