

# The FAMILY WORKS

WALKING THE JOURNEY TOGETHER



## FAMILY LINK WORKER RECRUITMENT PACK

INFORMATION,  
RECRUITMENT PROCESS AND  
JOB DESCRIPTION / PERSON SPECIFICATION FOR  
CANDIDATES



## Introduction

4Family was initially a Family support project set up in Yeovil, in response to the fact that some families in their community were in need of additional support. Yeovil4Family was set up in May 2011 by churches in Yeovil who wanted to see the tide of Family breakdown turn, to see children who are loved and cared for prosper and family relationships that are constructive instead of destructive and damaging.

Yeovil4Family then realised that other communities might benefit from having a similar sort of programme delivered by local churches in their area. So 4Family was developed as a programme that churches across the country are now able to replicate – either in the same way that Yeovil4Family started or delivering programmes in partnership with their local councils as they do currently.

## The Family Works Story

During the Summer of 2020, it came to the attention of Reverend Joy French that the St John's Families Worker and Community Pioneer worker, in their respective roles, were offering support to families that went above and beyond the usual level of engagement of the church. The work that they were involved in included a number of families struggling with poverty which led to additional needs, including educational and behavioural difficulties, substance misuse, domestic abuse and family breakdown.

In some instances, the workers were liaising regularly with school/social care/other professionals and they were supporting 14 families in this way at that time. This highlighted the real economic deprivation in the local community of Hillsborough and within Sheffield and the impact this had on our families.

Knowing that the demand was such that we could work with many more families struggling with poverty, we looked at how we could do this safely and effectively. 4Family Yeovil had a 10-year track record of working with families, it was decided by using their experience, and adapting their policies and procedures to suit our context, that we could develop The Family Works as an effective and robust way of working with families and having the most impact for long term transformation.



# COME AND JOIN OUR TEAM!



## Family Mentors

Family Mentors are trained volunteers who can work with the family by listening to them in a non-judgemental way and helping them gain the support they need to make changes, find solutions to their challenges and bring new hope into their lives.

A Family Mentor, once trained and appointed, will commit to spending the minimum of 1 hour per week with a family for a minimum of 6 months and will commit to remain with the programme for a minimum of 12 months. The visit will usually take place in the family's home. Families will have been introduced to The Family Works and met with a Family Link Worker. Link Workers are the link between the family, the Mentor and any agencies involved. They will talk with you before and after each visit and are there to help and support you along the way. A risk assessment will be completed to ensure that Family Mentors will be safe and that they are matched appropriately.

## Family Link Workers

Family Link Workers manage and support between 12-20 trained volunteer Family Mentors who work with the family by listening to them in a non-judgemental way and helping them gain the support they need to make changes, find solutions to their challenges and bring new hope into their lives. The family will be visited by a Family Mentor for 1-hour each week for an anticipated minimum period of 12 months (although individual Mentors need only commit to one family for 6 months).

The Family Link Worker is the "hinge-pin" to the process working. As the name suggests the role is key to "linking" the three parts of the family support programme.

For more information please see the following Job description.



# JOB DESCRIPTION



Job Title	Family Link Worker
Based	Home/Office/Community
Hours per week	37 Hours
Salary	£23000
Holidays	28 days + bank holidays

**Main purpose of job** The postholder will be employed by the PCC of St. John's Owlerton. The postholder will be responsible for managing a case load of families for The Family Works, including the information about the family in relation to the programme and the Family Mentor attached to the family. The postholder will need to build appropriate relationships with families, other professionals and Family Mentors in order to plan interventions needed but also suggest what would make a difference in helping the family to achieve the goals they have agreed to. Alongside this, the postholder will support the Christian aims and ethos of the project.

**General information** As an employee of Family Works, the post holder must be willing to integrate fully into The Family Works staff team. The postholder must have the legal right to live and work in the UK. Whilst it is not a genuine occupational requirement for the post-holder to be a Christian, this is a faith-based project and we would expect our Link Workers to reflect the ethos and culture of The Family Works. This includes a commitment to being involved in prayer and other faith-based activities.

**Responsible to** The Programme Coordinator



# MAIN AREAS OF RESPONSIBILITY



## **1 Journeying with and alongside families:**

Play a key role in encouraging a family to join the programme and maintaining their ability to stay involved with the programme.

Maintain a level of connection with a family, gaining insight and understanding of the family to help them remain engaged.

Meet with the family especially when a Family Mentor is unable to make visits for various reasons and encourage them, commend them and support them to continue to improve.

Be polite and non-judgemental.

Be Considerate, Caring and Confidential

## **2 Provide management and support to volunteer Family Mentors:**

Be accountable to The Family Works Programme Coordinator and Safeguarding Officer for the safety of the Family Mentors and for delivery of the programme;

Provide on-going line management and support to each Family Mentor following closely the procedures for home visits including pre- and post-visit meetings.

Adhere to The Family Works policies and procedures regarding health and safety, child / vulnerable adult safeguarding and Data Protection / Confidentiality. Family Link Workers will be required to sign a disclosure that they will comply with the programme's specific Data Protection Policies and Procedures.

Support the Family Mentor to work with families to identify goals and to help the family help themselves to work towards achieving these.

Be a positive role model to the volunteer Family Mentors, agency staff and others.

Listen to what the Family Mentor is saying about the family and recognise the time when immediate action should be taken to ensure the safeguarding of an individual, and follow due process to carry that out.



# MAIN AREAS OF RESPONSIBILITY



## **3 Administration and planning of information and interventions:**

Collect detailed objective information from the Family Mentor and the practitioners supporting a family to produce accurate reports of each member of the family's progress against agreed goals/targets.

Understand what information about an individual / family can be shared with a person and / or organisation appropriately to operate the aims of the programme effectively whilst maintaining confidentiality.

Share information with the relevant agency either collectively in the Family Support Group (to inform monitoring records, plans and other support services needed by the family) or directly to an organisation to resolve a specific need or issue that arises. Everyone aged over 16 years of age in the family will have signed their consent for this to happen.

Communicate effectively with a wide range of professionals on behalf of the family, sometimes negotiating additional support and services.

Maintain accurate and up to date records both on paper and electronically to plan effective support and solutions for the family.



# OTHER KEY RESPONSIBILITIES



## **Other key responsibilities within the scope of the Family Link Worker role:**

To be the 'public face' of The Family Works on a day-to-day basis.

To lead the church forward in our mission amongst urban communities.

To have a sound working knowledge of current Safeguarding legislation and the practical requirements of that legislation.

To maintain confidentiality at all times within safeguarding guidelines.

To strictly adhere to all Family Works policies and procedures.

To work collaboratively with other staff members and leaders to ensure good consistency and standards of practice.

To possess good time management skills to ensure all meetings and events are set up and appropriate arrangements made in good time.

To maintain accurate record keeping in relation to families, including processes and referrals. Adherence to current data protection legislation is mandatory.

To order resources, materials and equipment using the most cost-effective suppliers, and maintain records of all expenditure and work within budget restrictions.

Such other duties as may reasonably be required commensurate with the responsibilities of the post.

The post is for 37 hours a week, to be worked flexibly over 5 days Monday to Friday. Appointments will be subject to references and a DBS check.



# PERSON SPECIFICATION



Attributes	Essential	Desirable	Method of Assessment
Education and Training	Good understanding of written and spoken English.		A, I, Q
Relevant Experience	Experience of relating to, and forming positive relationships with a wide range of people including professionals, families and volunteers.		A, I
	Experience in training and advising staff and volunteers.		A, I
	Experience of objectively and accurately reporting complex information including statistical data.		A, I
		Experience of having responsibility for a family.	A, I
		Experience of working with children, young people and families in a supportive capacity.	A, I
		An ability to understand the stresses in a family and not be overwhelmed by them and / or become judgemental about the family.	A, I



Attributes	Essential	Desirable	Method of Assessment
Special Knowledge and Skills	Administrative, organisational and time-management skills, demonstrating flexibility when necessary	Knowledge of the Safeguarding of children and vulnerable adults.	A, I
Special Qualities or Aptitudes	A commitment to working within the Christian ethos of The Family Works.	A practicing Christian who is a member of a church.	A, I
	Ability to maintain appropriate levels of confidentiality.		A, I
	Ability to work on own initiative – a confident self-starter.		A, I
	Ability to communicate effectively and build healthy constructive, relationships with a diverse range of people.		A, I
	Professional and positive approach, with a commitment to professional development and self-improvement.		I
	A commitment to providing equality of opportunity to people regardless of their faith, gender, race, disability, marital status, social class, age or sexual preference.		A, I
Any Other Requirements	A Satisfactory Enhanced Disclosure from the Disclosure and Barring Service may be required for this role. Prepared to work some irregular hours, including evenings and weekends. Required to travel to attend meetings, activities, events etc. in the most efficient and timely manner	Willingness to undertake Diocese of Sheffield safeguarding training.	DBS Application
			I
		Clean UK Driving Licence and with access to a vehicle	A, I

A – Application form; I – Interview; Q – proof of qualification (certificates or transcripts)

### Confidentiality

All information relating to people using The Family Works programme must be treated in the strictest confidence and must be discussed only within The Family Works setting with the appropriate members of the programme or with a relevant agency practitioner.



# APPLICATION PROCESS



Deadline for current applications: 9:00 am Thursday 14th October 2021.

Interview Date: We anticipate that interviews will take place on Friday 22nd October.

## **All Family Link Worker applications will go through the following process:**

Applicants will contact The Family Works to make an initial enquiry about becoming a Family Link Worker and an application pack will be sent to them.

The Family Works receives a completed and signed application form with references' contact details from the applicant by the stated deadline.

Short-listed candidates will be invited to interview. Other applicants will not be contacted.

After interview the successful applicants' will receive a telephone call advising them of their appointment and agreeing the start date etc;

Confirmation of appointment by letter will be sent out once References and a Disclosure and Barring Service check have been received.

Unsuccessful candidates will be notified by letter.

The Family Link Worker will take part in an Induction Programme, which includes The Family Works Training Course for Family Link Workers.

A post training interview will be held with the applicant to identify specific development or training needs.

The Family Works Training Course, which is delivered by The Family Works, is a significant part of the Family Link Worker's induction process. The training takes the form of 15 hours of intensive preparation for the role and responsibilities of the post.