

JOB DESCRIPTION

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| Job Title | Family Time Support Worker | | |
| Directorate | Children's Services | | |
| Reporting to | Senior Family Time Support Worker | | |
| Grade | 13 | | |
| Evaluation ref: | AG1025 | Job ref: | Family C&F13 |
| Role purpose | | | |
| Supervise family time between children and their relatives, where court orders or other circumstances make this necessary. | | | |
| Responsibilities | | | |
| Supervise face to face and/or virtual family time between children and their relatives, where court orders or other circumstances make this necessary. | | | |
| Supervise family time in a range of settings, including the community or homes of relatives, if required, which may involve direct work with families in the community or in the family home outside of normal office hours. | | | |
| Participate in the assessment of the quality of family members family time with children and provide advice, support and assistance to relatives to allow them to safely care for children during family time sessions. | | | |
| Contribute to assessments and decision making when required about the child to inform Care Planning to improve the quality of family time, in partnership with family/relatives and other professionals. Agree a plan to promote and encourage positive family time between children and their families, which may include a planned intervention which is delivered and assessed over a period of time. This plan may be used within the Court process, or to inform parenting assessments and other care planning. | | | |
| Provide and deliver intervention, structure, advice and support to parents regarding parenting skills and techniques as required. Work with parents and carers to encourage and empower them to participate as fully as possible within the Family Time sessions and through preparation and reflection with families. | | | |
| Deliver individual Family Time parenting plans for specific families and be the link Family Time Worker for the family and carers and review and assess current plans. | | | |
| Provide or facilitate transport to allow children to attend family time sessions with their relatives. | | | |
| Record, within appropriate and agreed time scales and using departmental forms and/or IT systems, the details and nature of children's family time with their relatives. | | | |

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Take immediate action, if necessary, when supervising a child with their family to prevent immediate harm, e.g. ending the family time session, informing the allocated Social Worker or Team Manager.

Give written or verbal evidence to court, as required, regarding their observations and supervision of family time between children and their relatives.

In partnership with the Social Worker, make a transition plan in respect of a child's reunification or reconnection with their family. Implement, monitor, and review the plan with the family, Social Worker and other professionals and make suggestions for adjustment as considered appropriate.

Build upon existing knowledge and skills by undertaking training as required to deliver effective interventions during Family Time and contribute to team learning. Work with the team to appraise new approaches and embed improvements in service delivery.

Impact

Contacts and Relationships

Frequent contact with children and families are an essential element of everyday work.

Regular contact with other care professionals, eg foster carers to clarify the children's needs, make arrangements for family time and pass and receive information when required.

Work closely with the Senior Family Time Support Worker, other Family Time Support Workers, foster carers, social worker, and other children's social care staff, to best meet the needs of the child.

When supervising family time may be called upon to submit reports and witness statements for use in court proceedings, which will involve meeting with Council legal representatives and if required, appearing in court as a witness.

Work may be undertaken with a range of individuals, including those who may have additional challenges and who may be distressed.

Resources

Manage Family Time for children and their relatives of varying abilities and needs and who on occasions can be distressed or unpredictable. Manage those situations in an appropriate manner in accordance with guidelines and procedures and with minimum distress to children and their families.

Be familiar with and use the various information technology systems in relation to client information and service cost.

Further information specific to this job

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The successful candidate has a responsibility for promoting and safeguarding the welfare of the children and young people they are responsible for or come into contact with.

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.

| | Essential | Desirable | |
|--|-----------|-----------|--|
| Knowledge | | | |
| Awareness and understanding of rights of users and carers and the principles embodied within the Code of Practice for Social Care Workers. | X | | |
| Ability to speak fluent English as stated in Part7 of the Immigration Act (2016). | X | | |
| Awareness of relevant legislation. | | X | |
| Knowledge of services relevant to users and carer's needs and circumstances. | | X | |
| Working knowledge of Social Care. | | X | |
| Experience | | | |
| Some experience in caring or supportive role – not necessarily in paid employment. | X | | |
| Clerical or administrative experience. | | X | |
| Qualifications / Registrations / Certifications | | | |
| Literate and numerate to GCSE level or equivalent. | X | | |
| Willingness to work towards NVQ Level III in Children and Young People's Workforce. | X | | |
| Relevant Social Care qualification. | | X | |
| Manual handling certificate. | | X | |
| Skills | | | |
| Ability to undertake direct work with children and their families to improve parenting skills and relationships. | X | | |

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| Positive attitude to the use of computers and willingness to develop appropriate skills including communication on various virtual platforms. | X | | |
| IT skills to enable effective input, manipulation and retrieval of data and information. | | X | |
| Demonstrates empathy with client group and understanding and respect for individual needs. | | X | |
| Demonstrates ability to prioritise work and organises time to meet competing deadlines. Keeps up to date with routine tasks. | | X | |
| Has an open manner, which elicits trust. | | X | |
| Takes a full and active part in own development, appraisal and supervision. | | X | |
| Demonstrates a commitment to safeguarding and promoting the welfare of children. | | X | |
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| Working Conditions | | | |
| Ability to travel to different locations across the county and occasionally beyond. | | | |
| Working Arrangements | | | |
| Somerset Council's dynamic Working Strategy will be applied to this position. | | | |
| Corporate Responsibilities | | | |
| Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all. | | | |

Date: May 2025