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| **Residential Family Centre – Career opportunity** | | | |
| **Job Title** | Family Support Worker | **Sector** | Children & Family Specialist Services |
| **Region/Location** | Various - North England | East & West Midlands | London & surrounding areas – Residential & community settings | | |
| **Shift Pattern** | Various – Daytime | Waking nights | Mixed | Weekdays | Weekends | | |
| **Responsible to** | Senior Support Worker | Registered Manager | Responsible Individual | | |

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| **Terms and Conditions** | |
| **Employment Basis** | Full time: 40 Hours pw | Part time: 20 Hours pw |
| **Annual Salary** | £24,960 - £27,040 FTE (Depending on experience) |
| **Holiday Entitlement** | 30 days (Excluding bank holidays) |
| **Probationary period** | 6 Months |
| **Notice Period** | 3 Months |
| **Screening** | This position requires an enhanced DBS check.  (Requirement to register your DBS on the update system) |

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| **Working for Bright Spark Living** |
| **Bright Spark Living** is dedicated to improving the well-being, stability, and safety of families during critical stages of pregnancy, childbirth, and parenting. We offer a range of personalised services designed to address the unique needs of each family, promoting positive healthy relationships, child development, and overall family cohesion underpinned by safeguarding principles.  Our mission is to **B**uild **R**esilience, **I**nspire **G**rowth and **H**elp **T**ransform families for a brighter future. We are committed to providing a safe, non-judgemental, inclusive, and nurturing environment; where families can come together to assess their strengths, overcome challenges, and develop the skills & resources necessary for positive change. Through comprehensive assessments, evidence-based interventions, compassionate support & guidance, we empower families to build strong relationships, enhance communication, and promote the well-being and safety of children in their care with confidence. Our dedicated team of professionals strive to foster a culture of respect, understanding, and collaboration; valuing the individual needs of each family we serve. By offering personalised services such as educational workshops, parenting programmes, and basic life skills, we aim to equip families with the right tools to navigate life's complexities and achieve their full potential. Our overriding priority is to keep families together, one assessment at a time.  We are a new & fast-growing business led collectively by social work industry specialists with several years’ experience. We endeavour to provide a diverse and inclusive working environment, by listening, learning, and acting upon the needs of our staff. Team members are encouraged to be their authentic selves at work; we welcome, respect and value people from all backgrounds. We aim to actively ensure all staff show & receive kindness, empathy & fairness. Our approach to diversity & inclusion is driven by our ongoing and evolving workplace policies in line with current legislation, employee led networks, anonymous feedback & good quality training, support & management. |

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| **Benefits of working for us** |
| * Free refreshments & snacks for all staff * Guaranteed Birthday leave & Gift. * Guaranteed Christmas & New years paid annual leave for all staff (8 days included in holiday entitlement) * Annual Holiday entitlement increases to 33 days after 2 years of service and 35 days after 5 years of service (FTE). * Reasonable & fair shift patterns that make it easier to commute to & from work and promote work life balance for all staff (Flexibility to swap shifts with other team members) * 100% attendance recognition * Staff wellbeing events throughout the year * Team building days. * Continuous training and professional development opportunities * Promotion Opportunities (must have passed probationary period to be considered) * Flexibility to relocate to other sites throughout the UK (when available) * Recognition rewards (based on feedback from service users / management) * Employer Pension Contribution – 3% minimum, matching additional employee contributions up to 7.5% after 3 years of service & 10% after 5 years. * Long Service Awards: Recognition for every 5 years of service. |

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| **Job Purpose** |
| The main purpose of the role is to help children remain safe & families stay together where suitable. Our teams will review the risks/protective factors identified that have resulted in families being referred to our services for a targeted parenting assessment. Our teams will work with parents/caregivers to provide the best support, advice, and assistance in the basic care & individual needs of their children. By delivering an impeccable service to the highest standards, our teams will ensure parents achieve improved outcomes & acquire the desired skills necessary to adequately provide a safe and sustainable family environment. Each team member will contribute to the process of family assessment as instructed by the family assessment plan and work with the current strategies linked to each family’s case. Employees will work alongside social work professionals to provide unbiased, fair, and ethical recommendations, determining whether children need to be placed in local authority care. |

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| **General Duties** |
| * To work collaboratively with families at the centre, supporting them with their specific needs as outlined in their family placement plan. * To be a reliable point of contact to families when supporting the care, development, and nurturing of their children during the assessment process. * To ensure parents/carers prioritise the safety and welfare needs of their children. * To create a supportive learning/re-learning environment for parents/caregivers and children * To encourage families actively participate in the assessment process by attending all classes and activities as required. * To help families partake in local community activities/events relevant to the care and development of their children. * To promote the positive mental & physical well-being of all staff and service users in the centre, by ensuring the environment is always free from bullying & prejudice. * To be transparent & fair by involving families and children (where appropriate) in decisions about their assessment and in the plans that are made for them during the process. * To ensure that the site remains safe and low risk by adhering to health & safety policies and guidance. * To work co-operatively and pro-actively as part of a team supporting colleagues and the manager. |

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| **Specific Duties** |
| **All Support workers**   * Provide advice and support to families in the centre in line with their placement plans, organisational policies, and good practice requirements. * To provide childcare for children whilst their parents/carers attend Groups and Individual Sessions * Ensure children and families in the centre are safe and protected from harm. * Establish an encouraging relationship with families to help them progress through the assessment. * Help families resolve conflicts and manage their behaviour safely and adequately, by challenging and addressing unacceptable/inappropriate conduct. * Support families to participate in local community activities and events, helping them to make plans for their future. * Complete daily observations - observing and recording the parents’ abilities to meet the immediate safety and care needs of their children. * Ensure the centre’s records are kept up to date & completed to a high standard by completing any necessary paperwork required/relevant to the family’s case file by the end of each shift. * Attend shifts punctually, as required by the staff rota and take part in the on-call rota and the sleep-in rota (where determined). * Ensure you are fit and well enough to work before attending the centre. If you are unfit to work and unable to attend, please adhere to the sickness/absence policy. * Take responsibility for continuing professional development by completing all compulsory training/courses/upskills in a timely manner, in keeping with policy and regulation requirements. * Attend and contribute to regular supervision meetings & quarterly reviews, taking on board any learnings, completing/implementing any actions or development to help in growth within the role. * Aim to achieve/exceed expectations & goals set out by the management team, positively contributing to the growth, sustainability, and success of the business. * Work and contribute pro-actively to the team and report any concerns about unacceptable staff conduct or standards to your line manager. * Remain professional, courteous & approachable to colleagues and service users alike. This includes adhering to the business’s dress code & refraining from using inappropriate language. * Complete regular cleaning activities and day-to-day housekeeping as directed.   **Waking Night / Mixed shift staff**   * To ensure the safety of children and families during the night * Follow procedures in place to ensure building is secure at night |

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| **Person Specification** |
| **Qualifications and Education** |
| * Diploma Level 3 in Residential Childcare/ Health & Social Care / equivalent or be willing to work towards it. |
| **Experience** |
| * Experience working with children and families is preferred but not essential. * At least 2 years’ experience within the last 5 years working in a similar role such as support or care work for vulnerable/elderly adults will be considered. |
| **Skill and Abilities** |
| * Willingness to work with families and children from a diverse range of backgrounds. * Willingness to contribute to robust, fair, and evidence-based family assessments. * Able to deal with challenging behaviour. * Able to support families with complex needs. * Able to be assertive and confident. * Effective oral and written communication skills * Awareness of confidentiality and data protection * Awareness of child protection and safeguarding * Ability to work in a team. * Ability to drive own or company vehicles (not essential) |
| **Equality and Diversity** |
| * Promote equality and diversity by respecting the rights of others according to legislation and policies. |

To apply, please complete the appropriate application, along with your CV and submit to:

[Brightsparkliving@gmail.com](mailto:Brightsparkliving@gmail.com)

For further information regarding the business, service, or career opportunities, please visit our website at [www.brightsparkliving.org](http://www.brightsparkliving.org) or call us on 07123456789.