

**NEXT LINK JOB DESCRIPTION**

**Post:** **South Glos Children and Young Person Recovery Worker**

**South Glos**

**Responsible to: Next Link South Glos Service Manager**

**Hours 18.75 hours per week, days to be agreed**

**Some additional evening and weekend working on a rota basis**

**Contract: permanent**

**Salary: Point 12 (pro rata for part time hours)**

**JOB PURPOSE:**

This post will be based within Next Link Domestic abuse services to provide a high-quality service and co-ordinated package of on-going emotional and practical support to CYP who are suffering effects from the trauma of, or have experienced domestic abuse.

Take a whole family approach to supporting recovery, including working with parents/carers to support parenting. Seek to improve family relationships and work in partnership with other specialist services (particularly schools) to access support.

To deliver group and one to one session with CYP to enable recovery from the impact of their experiences of domestic abuse.

To advocate for these children and young people who have experienced or are experiencing domestic abuse. This includes advocating with a number of agencies or individuals such as education, families, siblings etc. This post will work within the South Glos Children’s team within Next Link Domestic abuse service to coordinate this support.

DUTIES AND KEY RESPONSIBILITIES:

• Working with children and young people (CYP) aged 6 – 17 who may have experienced or witnessed domestic violence and abuse

• To provide a high quality service and co-ordinated package of on-going emotional and practical support to CYP who are suffering effects from the trauma of, or have experienced domestic abuse

• To provide personal welfare support to CYP to maximize the family’s safety when providing support in the community.

* Develop individual support plans for each child in service as required
* To provide support in promoting the parents and carers of the child relationship and develop an understanding of the impact of domestic abuse.
* To help children begin the healing process of working through their traumatic experiences of domestic abuse and change to support their recovery from domestic abuse.
* To report child protection concerns or issues without question and to ensure that child welfare is ensured in accordance with Next Links Safeguarding Policies.
* Ensuring the confidentiality of client information is maintained, in accordance with Next Link’s Confidentiality Policy.
* Develop group work with children and young people and support the group work coordinator in delivery of groups.
* To develop positive, trusting relationships with CYP aged 6 – 17 and work in a child focussed way.
* To have a Think Family Approach by ensuring:
* CYP’s voice is central to informing services
* Addresses safety, educational, health and emotional needs
* Supports them understand their experience
* Equips them with skills to recover and grow up to form positive, equal, safe relationships.
* Champion service user empowerment and involvement of CYP by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* To liaise effectively and collaboratively with all appropriate agencies relating to CYP / family welfare.

## PRINCIPAL RESPONSIBILITIES

1. **Assessment and Support**
   1. Carry out assessments that effectively establish the support needs of CYP/ families using our services.
   2. Using the Children and Young People Outcome Star develop and agree a written support plan with the CYP and their mother that reflect the child’s physical, emotional, cultural and practical support needs. Review the plan regularly, record outcomes achieved and changes/ future goals.
   3. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
   4. Work with CYP in the community who may still be living in abusive situations, to help them form a safety plan, build resilience, develop coping mechanisms and have a place to express their feelings.
   5. Provide support to families as part of an integrated approach, by working collaboratively with other Next Link community based or safe house support workers, ensuring that the CYP support plan is shared with the wider team ensuring the support for the whole family is structured and co-ordinated.
   6. Liaise closely with outside agencies including schools, social care and health workers/ visitors. Where appropriate facilitate referrals for parenting support.
   7. To maintain knowledge of local services, encourage engagement and reduce the families isolation.
   8. Provide 1-1 and group work support and encourage CYP to develop their own support network.
      1. Where necessary to make referrals to specialist agencies including counselling, CYPS and other voluntary agencies.
      2. Support with family court issues including Cafcass assessments.
      3. Working in collaboration with the other Family Worker and Volunteers plan, co-ordinate and provide Playscheme and family day activities appropriate to statutory school holidays and a wider range of play activities, after school clubs.
   9. Working within an integrated team be alert and responsive to the needs of the wider service and service users whether they are in the resettlement/community services or safe house.
   10. Safeguard the welfare of children, young people and adults at risk, working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk.
   11. Working in line with Next Link policies/escalation processes refer to Access and Response following all concerns about child safety including child sexual, physical, emotional abuse and neglect. Follow South Glos Safeguarding Board’s FGM/Forced Marriage protocols, liaise with allocated social workers, attend case conferences, SAF, and monitor children subject to child protection plans.
   12. Support mothers to establish safe contact arrangements with fathers including using supervision centres. Where there is a danger of children being removed by the perpetrator ensure schools/nurseries know only the mother can collect the children
   13. At an appropriate time and in a planned way, negotiate and agree with the CYP and their mother the planned withdrawal of Next Link’s support.

**2. Record keeping and monitoring**

* 1. Maintain up to date, accurate, legible and accessible records of all work and contact with families, other agencies/professionals and others (e.g. wider family), ensuring that they meet the requirements of data protection and confidentiality.
  2. Ensure all client records, outcome and monitoring data is accurately recorded using the Paloma case management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.
  3. Adopting a Think Family approach Regularly seek and record children’s views regarding the service, and to aim to improve the service based upon this feedback.

**3. Developing of self and others**

* 1. Actively participate in regular one-to-one supervision, reflective practice groups, annual appraisals.
  2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
  3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
  4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

**4. General**

* 1. Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
  2. Uphold the values and good name of Next Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
  3. Work flexibly within a team setting, liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
  4. Provide cover for and assist in the delivery of the Duty telephone helpline
  5. Work within a rota system including regular evening and weekend work and take part in the on-call rota as required.
  6. Work within Missing Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
  7. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
  8. Observe organisations equal opportunities, confidentiality, data protection policies.
  9. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
  10. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

**Person Specification: Safe House Children’s Worker**

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| **Skills** | Essential | | Desirable |
| Numeracy and literacy to GCSE level/NVQ 2 or equivalent | **✓** | |  |
| Ability to maintain accurate and up-to-date records of contact with service users, other support related information and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software | **✓** | |  |
| Ability to assess the support needs of families, specifically children and young people who have experienced or witnessed domestic abuse | **✓** | |  |
| The ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries | **✓** | |  |
| Ability to proactively organise and develop child centred activity programme that meets the needs of diverse CYP | **✓** | |  |
| Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system | **✓** | |  |
| Ability to work in partnership with a wide range of statutory and voluntary agencies, to achieve outcomes for service users | **✓** | |  |
| Ability to communicate effectively, both written and verbal, with a range of people | **✓** | |  |
| Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent | **✓** | |  |
| Proven ability to develop and support volunteers |  | | **✓** |
| Ability to apply psychologically informed practice |  | | **✓** |
| Ability to work with a recovery focused approach |  | | **✓** |
| MiDAS minibus driving qualification |  | | **✓** |
| **Knowledge** | Essential | | Desirable |
| Knowledge and understanding of the emotional and social impact of violence and abuse on CYP’s lives | **✓** | |  |
| Knowledge of health and safety issues, especially those relevant to children and young people | **✓** | |  |
| Demonstrable knowledge of child protection issues and a wider understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns | **✓** | |  |
| A comprehensive knowledge of current general and welfare rights legislation as it effects children and their parents fleeing domestic violence e.g. maximising welfare benefit entitlement/ homelessness legislation /injunctions/immigration. | **✓** | |  |
| **Experience** | Essential | | Desirable |
| Experience of providing emotional and practical support to children and young people seeking support/advice (e.g. social services, residential work or voluntary sector). | **✓** | |  |
| Experience of co-ordinating social, educational and cultural activities for CYP | **✓** | |  |
| Proven experience of working with children at risk | **✓** | |  |
| Experience of carrying out needs assessments and delivering outcome focussed support to families in an engaging and empowering way | **✓** | |  |
| Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues | **✓** | |  |
| Experience of working in a team setting and demonstrating strong interpersonal communication skills | **✓** | |  |
| Able to work on own initiative | **✓** | |  |
| A relevant professional qualification in play, youth or children’s studies |  | | **✓** |
| Experience of delivering women only services |  | | **✓** |
| Experience working with people with mental health needs, or people with complex needs |  | | **✓** |
| **Values** | Essential | | Desirable |
| A commitment to the Victim’s Code of Practice | **✓** |  | |
| An understanding and commitment to meeting the needs of vulnerable families | **✓** |  | |
| Commitment to diversity and equal opportunities at work | **✓** |  | |
| Commitment to service user participation and involvement | **✓** |  | |
| A commitment to empowering CYP, supporting them to make their own decisions | **✓** |  | |
| **Other** | Essential | Desirable | |
| Be available and committed to be part of the out of hours on call rota and work flexibly including some evenings and Saturday mornings on a rota basis | **✓** |  | |
| A current, full driving licence and access to a car | **✓** |  | |

***The job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***

***Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***