

**Job Description**

**Job Title: Family Support Worker**

**Salary: £13. 70 per hour**

**Hours: 37.5 per week**

**Location: Pan Greater Manchester**

**Based at: POPS’ Head Office, Manchester**

**Responsible to: POPS’ Operations Manager**

**POPS recognises the positive value of diversity, promotes equality and challenges discrimination.**

**As this role involves working with men and women from diverse communities, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates.**

The Wellbeing Family Service is an integral part of the Greater Manchester Rehabilitation Service (GM IRS) – Wellbeing Programme in Greater Manchester. The family service is a needs-led, person-centred service, to support People on Probation to resolve any family or relationship challenges which may be impacting on their compliance to the conditions of their licence or community sentence.

**PURPOSE OF THE POST**

Operating on a case management basis, the role of Family Support Worker is a needs-led, person-centred service, offering relationship support and advice to people on probation, and their family or relationship network, many of whom will have multiple or complex needs. The post holder will provide 1-1 support advice to the person on probation and their family where required, supporting, and coordinating referrals to specialist agencies were necessary to enable the person on probation to improve and maintain positive relationship networks.

The Wellbeing Family Service will be based at POPS’ head office in Manchester, the role is peripatetic.

requiring travel to various locations across Greater Manchester.

**TASKS**

Manage case load of mandated referrals from Probation Service

Produce and agree an individual action plans within the timescales set by The Probation Service national standards.

Provide 1-1 support and advice to people on probation and their family where necessary, to improve and maintain positive relationship networks.

Co-ordinate referrals to partner agencies for specialist interventions, support, or activities where necessary

Work alongside the Greater Manchester IRS Wellbeing Hub providers, operating from the hub locations where needed to ensure Wellbeing hub participants have access to the Family Support Service

Maintain up to date case records using Probation service and designated electronic CRM system.

Provide timely and accurate information to Probation Practitioners

Work on flexible basis, travel to various across locations across Greater Manchester will be required.

Undertake any other duties as requested by POPS’ line manager.



**Person Specification**

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience both paid and unpaid.

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| **Criteria** | **Description** | **Value** |
| **QUALIFICATIONS** | Literate and numerate to Maths and English L2 or equivalent. | **Essential** |
| **EXPERIENCE** | Experience of working directly with individuals with multiple and complex needs,  Experience of working with electronic case management systems  Experience of formulating action plans and supporting individuals to achieve their goals.  Experience of working with limited supervision.  Experience of working alongside multiple statutory and non-statutory agencies  Experience of working with individuals in the criminal justice system | **Essential**  **Essential**  **Essential**  **Essential**  **Desirable**  **Desirable** |
| **SKILLS AND ABILITIES** | Ability to maintain accurate case management records  Able to meet designated timescales and deadlines.  Good communication skills.  Ability to give clear and accurate information.  ICT literate, able to use a range of Microsoft Office and associated packages. | **Essential**  **Essential**  **Essential**  **Essential**  **Essential** |
| **WORK RELATED CIRCUMSTANCES** | Availability to work flexible at various outreach locations.  Driving license and access to a car | **Essential**  **Essential** |
| **PERSONAL QUALITIES** | Willingness to undertake training and development activities  Empathetic and none - judgmental  Flexible, adaptable  Work as part of a team  A commitment to implement equal opportunities.  Uphold the POPS ethos, vision and values. | **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Essential** |