



## Job Description

**Title of job:** Specialist Family Support Worker (Self-harm)

**Salary:** £18,000 - £24,000 per annum (pro rata), dependent on experience

**Location:** Hybrid working from home and across Cambridgeshire

**Hours:** 20 hours per week (job share options available)

*You may have to work early mornings, evenings and weekends to accommodate the family's needs and commitments, such as work and school hours.*

**Contract:** 2-year fixed term in the first instance (due to funding)

**Reports to:** Clinical Lead and Supervisor

### Company information:

NESSIE IN ED CIC aims to support for children and young people's emotional and mental health by providing a range of therapeutic services; being based in educational settings; supporting families; supporting staff and linking closely with other services and the national agenda.

We are a people first, not for profit organisation who values diversity.

### Job purpose

This is a 2 year project in partnership with Cambridgeshire County Council Public Health to support families of children and young people who self-harm. As a specialist family support worker, you will offer practical help, emotional and mental health support and hold workshops for families of children and young people who self-harm. Based from home and across Cambridgeshire where there has been increasing concern about children and young people's (CYP) mental health as a result of the pandemic. This role is ideal for anyone hoping to make a positive impact on the lives of children, young people and their families.

### Main duties and responsibilities

Your role will vary depending on the needs of the family you're helping, with the focus of your role being to:

- Support parents' wellbeing and mental health
- Reduce stigma to parents who have children who self-harm
- Reduce parental anxiety
- Provide telephone advice and signposting
- Provide regular training workshops
- Provide face to face advice
- Provide support while on the waiting list for CAMHS

*Helping children and young people thrive*

NESSIE IN ED CIC. Company registered in England & Wales number: 11719406



- Support parents on how to manage CYP who self-harm, with a goal to reduce the incidence of self-harm

Your duties will include:

- Completing initial assessments of families' needs so that you can identify and plan the support needed
- Undertaking regular caseload review meetings with individuals and families during home and community visits to ensure they're fully supported to progress and achieve desired outcomes
- Evaluating caseload needs and monitoring the progress that has been made
- Sharing advice, training and parenting skills in regular forums
- Enhancing parents' understanding of different strategies
- Coaching, mentoring and motivating families to understand the benefits of relevant activities
- Working in partnership with local commissioned and voluntary sector services, colleagues, and other health and social care professionals and multi-agency networks
- Managing your own workload, administration and diary commitments
- Maintaining accurate and up-to-date administration and caseload records, including reports of all interactions
- Adhering to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies
- Ensuring you're up-to-date on your knowledge of local service provision for appropriate signposting and referrals.

General:

- To contribute to the development of best practice within the service.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work

*Helping children and young people thrive*

NESSie IN ED CIC. Company registered in England & Wales number: 11719406



### **What to expect from this role**

- Your work will usually be split between the office, home working, attending meetings, organising your workload, typing reports and updating caseload activities, and the family's home.
- The role can be emotionally draining as you could be dealing with sensitive and traumatic issues. In some cases, the family may not be ready to engage with you, and therefore not all interactions will have a positive outcome. However, enabling families to overcome wide-ranging challenges and difficult situations means that your role can be extremely varied and highly rewarding.
- You will need a driving licence and your own vehicle

**The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.**

### **Knowledge, experience and training**

#### Equal opportunities

- Demonstrate a commitment to equal opportunities and anti-discriminatory practice.

#### Work experience

- A minimum of two years' experience in a relevant area such as mentoring, advisory work, coaching, training, counselling or community work. This can be either in a paid or voluntary role.
- We will expect you to have experience of supporting children and their families and knowledge of safeguarding practices and procedures.

#### Skills

You'll need to demonstrate that you have:

- excellent communication and listening skills
- the ability to build and maintain rapport with adults, young people and children
- calmness under pressure and when dealing with challenging or confrontational behaviour
- flexibility and adaptability
- a good understanding of the challenges faced by the families you help
- organisation and problem-solving skills
- resilience and the ability to cope with emotionally-draining situations
- commitment to making a positive difference to the lives of service users
- a positive, non-judgemental, empathetic and sensitive approach
- effective teamwork skills, as you will often be acting within a multidisciplinary service or multi-agency network
- competent IT skills in order to record and maintain accurate data
- the ability to maintain expert knowledge of local services and provision.

*Helping children and young people thrive*

NESSie IN ED CIC. Company registered in England & Wales number: 11719406



## Professional development

NESSie is committed to supporting their staff with ongoing learning, development and career development. You will usually take regular or further training relating to:

- policy and legal frameworks and procedures (including data protection and confidentiality)
- child protection and safeguarding
- assessment methods
- equality and diversity
- Self-harm and suicide risk prevention.
- Mental health support
- Neurodiversity
- Safeguarding

You'll need to attend in-house and online training sessions to maintain your professional knowledge and skills. You will also undergo regular supervision.

## Criminal Records Bureau

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Criminal Records Bureau as part of Hertfordshire County Council's pre-employment checks. If you are invited to an interview, you will receive more information.

## Probation

There will be a three-month probationary period when the appointment will be reviewed by a panel drawn from the Board.

## How to apply

We are committed to equality and diversity and welcome applications from any individual who meets the job description and is interested in joining our organisation.

Please complete the job application available on our website [www.nessieined.com](http://www.nessieined.com) and return it to: [info@nessieined.com](mailto:info@nessieined.com) by Friday 30 September. If you would like to have an informal discussion about the role please email our CEO at [rlambie@nessieined.com](mailto:rlambie@nessieined.com)

- **Application closing date:** Friday 30 September
- **Invitation for interview:** You will hear if you have been shortlisted for interview by Monday 3 October
- **Interviews** for successful applicants will be held on Wednesday 5 and Thursday 6 October
- **Start Date:** W/c Monday 17 October (start date is negotiable with the successful candidate)

*Helping children and young people thrive*

NESSie IN ED CIC. Company registered in England & Wales number: 11719406