



Title of job: Specialist Family Support Worker (CAMHS early help), Hertfordshire

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

Location: Hybrid working from home and across Hertfordshire

Hours: 30 hours per week

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

Reports to: Clinical Lead and CEO

Company information:

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

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

Job purpose

As a Specialist Family Support Worker, alongside the Nessie team, you will offer emotional support, practical help, and facilitate workshops and peer support groups for, parents/carers of children and young people who are experiencing difficulties with their emotional wellbeing and mental health. Based from home and across Hertfordshire, this role is ideal for anyone hoping to make a positive impact on the lives of children, young people (CYP), and their families.

Early Help Parenting Support Service

The Service will deliver a range of support, signposting and workshops to parents/Carers of CYP who are experiencing difficulties with their emotional wellbeing and mental health. The Service will cover relevant topics and will enable parents to:

- Support their CYP with strategies and guidance around their emotional wellbeing whilst they are waiting to access and during a period of support within emotional wellbeing and mental health services
- Recognise Hidden Harm e.g., parental anxiety that may be impacting the CYP's wellbeing
- Spot the signs of a deterioration in emotional wellbeing in their CYP
- Supportive the development and strengthening of resilience within their CYP and wider family

Helping children and young people thrive



Main duties and responsibilities

Your role will vary depending on the needs of the family you're helping. You will be working alongside a team comprising of our project manager, training lead and a clinical lead. Administration and marketing will be supported by our in-house Operations Team. The focus of your role being to:

- Deliver online and face-to-face workshops and webinars
- Run peer support groups
- Provide face to face advice & support
- Provide telephone advice and signposting
- Support parents' wellbeing and mental health
- Reduce stigma to parents who have children who are experiencing emotional and mental health difficulties
- Reduce parental anxiety
- Support the clinical lead in providing regular training workshops online and face-to-face
- Provide support while on the waiting list for CAMHS
- Support parents on how to manage emotional and mental health difficulties, with a goal to build confidence, competence and positive relationships within the home

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 to identify and support the emotional and mental health of their children
- 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
- Managing your own workload, administration and diary commitments
- Maintaining accurate and up-to-date administration and caseload records, including reports of all interactions

Helping children and young people thrive



- Adhering to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies
- Ensuring you're up to date with 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 and 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

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 license 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.

Equal opportunities

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

Helping children and young people thrive



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-judgmental, empathetic and sensitive approach
- effective teamwork skills, as you will often be acting within a multidisciplinary service or multi-agency network
- competent IT skills to record and maintain accurate data
- the ability to maintain expert knowledge of local services and provision.

Professional development

Nessie is committed to supporting their staff with ongoing learning 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
- LGBTQ+ and Gender
- Bereavement and loss
- Safeguarding

Helping children and young people thrive



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 six-month probationary period.

Helping children and young people thrive

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



Person Specification

Knowledge, experience and training

Experience:

Description	Essential or Desirable
A minimum of two years' experience in a relevant area such as coaching, training, mentoring, advisory work, counselling or community work in a paid or voluntary role	Essential
Experience of supporting children and their families	Essential
Knowledge of safeguarding practices and procedures	Essential

Behaviours / skills:

Description	Essential or Desirable
Excellent communication and listening skills	Essential
Ability to build and maintain rapport with adults, young people and children	Essential
Ability to remain calm under pressure and when dealing with challenging or confrontational behaviour	Essential
Flexible and adaptable	Essential
A good understanding of the challenges faced by the families you help	Essential
Organisation and problem-solving skills	Essential
Resilience and the ability to cope with emotionally draining situations	Essential
Commitment to making a positive difference to the lives of service users	Essential
A positive, non-judgmental, empathetic and sensitive approach	Essential

Helping children and young people thrive



Effective teamwork skills	Essential
Competent IT skills in order to record and maintain accurate data	Essential
The ability to maintain expert knowledge of local services and provision.	Essential

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 online [Nessie Application Form](#) and attach a CV and cover letter outlining how your experience meets the requirements of the above Job Description and Person Specification by 5pm on Friday 31st March 2023. If you would like to have an informal discussion about the role, please email our CEO at rlambie@nessieined.com

- Application closing date: Friday 31st March 2023
- Invitation for interview: You will hear if you have been shortlisted for interview by 5pm on Monday 3rd April
- Interviews for successful applicants will be held on Thursday 6th April 2023..

Helping children and young people thrive