



## **Brighter Futures**

**“Creating brighter futures for children, families and young people in Jersey”**

**Job Title: Key Worker for the ‘Journey into Well-Being’**

**Reports to: Manager of Brighter Futures**

### **JOB PURPOSE**

- To work in partnership with clients who are experiencing challenging situations or circumstances in order to achieve positive outcomes for the whole family.
- To be committed to working with clients using strength based approaches to help, motivate and encourage behaviour change that will lead to a positive difference to people's lives
- To provide key worker support for clients undertaking programmes on ‘The Journey into Well-Being’ on a one to one basis or in small groups
- To work in partnership with other relevant agencies and support clients to access, build and maintain effective relationships with them
- To improve outcomes for families in Jersey to have a brighter future

### **PRINCIPAL ACCOUNTABILITIES**

- Build and maintain an individual caseload working collaboratively with clients to create conditions where ‘parent voice’ is at the centre
- Be an integral member of the Growing Together team, including planning and preparing activities as agreed by the Growing Together Lead and attend the weekly review and planning meetings
- Ensure that clients are assessed based on their individual needs and formulate a plan jointly with clients to support their journey to well-being that support and motivate them to change, engage with services, promote self-confidence, self-awareness and self-management that leads to a reduction in dependency on services
- Facilitate and support, where appropriate and under supervision, access to specialist services
- Ensure that interventions planned can be counted, evidenced and meet minimum set standards to meet operational targets and the identified objectives agreed for the client
- Facilitate a range of programmes; working with groups, individual parents and families and children
- Observe, monitor and maintain appropriate up to date records for individuals and submit these to the Management when requested



- Liaise with other relevant professionals as required to ensure multi-agency support for clients
- Maintain accurate and contemporaneous records and ensure that recording on client management systems is accurate and timely
- Write reports for, and attend, case conferences or other meetings as appropriate

## **Person specification**

### **Essential requirements**

#### **Education:**

- Level 3 qualification in a relevant subject, e.g. Early years and Childcare, social care, health or substantial experience in providing direct support to families that clearly demonstrates the experience, skills, competencies and knowledge outlined below
- Thorough knowledge of child development
- A working knowledge within the field of Perinatal is desirable
- A good level of education such as a minimum of five GCSEs or equivalent
- Good IT skills

#### **Experience:**

- Working with families that requires an ability to challenge, support and influence them to change
- Successfully achieving against challenging targets
- Working in a multi-agency environment to support positive outcomes for families
- Handling highly confidential and sensitive information
- Carrying out assessments, support planning, formulating action plans and reporting outcomes
- Planning, monitoring and evaluating work independently to meet objectives
- Successfully using information technology for a range of different purposes e.g. recording case notes and data inputting
- Developing productive and effective working relationships with partner agencies
- Knowledge and awareness of issues which may have an impact on the lives of families such as domestic violence and abuse, mental health difficulties, substance misuse, poverty, housing.
- Understanding of the impact of discrimination on the lives of those that experience social exclusion, and an ability to work with people from diverse backgrounds.
- Understanding of, and compliance with information sharing protocols and confidentiality
- Ability to work proactively, persistently and persuasively with families who may not be willing to engage with services using a range of techniques that encourage active participation.
- Understanding the importance of recognising that change is often incremental and that it needs to be coordinated and sustained through empowering support if outcomes are to be improved.
- Use of positive whole family approaches to build on parent, family and child strengths and develop resilience, self-reliance and independent action.
- Ability to work within boundaries of responsibility and consequences whilst providing hands on practical and therapeutic support.
- Ability to demonstrate initiative and commitment to operate with minimal supervision in supporting families.



- Ability to motivate and inspire colleagues from a range of agencies to work together in the best interests of families, service providers and the wider community.
- Ability to understand and practice appropriate and legal information sharing within and between agencies and the family.
- The importance of being persistent and consistent in applying interventions.
- Excellent written and oral communication skills including the ability to produce reports, maintain records and provide data for monitoring purposes.
- Proven ability to recognise Child Protection issues and Safeguarding practice.

### **Skills and abilities:**

- Organise work, prioritise and manage time effectively to meet targets.
- Interpersonal skills to build and maintain effective working relationships with a range of different professionals.
  - Initiative to work within framework of responsibilities without direct supervision, making decisions to prioritise competing demands and progress positive outcomes for families and individuals.
  - Highly developed ability to involve, engage and motivate individuals to change
  - Identify and act on safeguarding issues and have a clear understanding of the boundaries of professional relationships.
  - Undertake assessments involving service users and identify positive actions for addressing issues.
  - Manage conflicting priorities and one's own time within a framework of supervision
  - Well-developed ICT skills.

### **ADDITIONAL INFORMATION:-**

- A professional attitude and strong tolerance of the stresses created in supporting the emotional development of individuals
- The ability to interpret and be sensitive to individual adult needs in order to promote a solution focused approach.
- Undertake continuous professional development and training as applicable to role
- Participate pro-actively in supervision, training and development opportunities consistent with the role.
- Participate in team meetings, formal consultation, reflective learning opportunities, other team and personal development arrangements and promote the team ethos e.g. development days.
- Hold a clean, current driving licence
- To undertake specific responsibility for the engagement of parents and where necessary carry out home visits.