CYNGOR SIR *POWYS* COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	**Flying Start & Families First Support Worker**
Position Number:	**CHL6702**
JE Code:	**CYPP024**
Service:	**Children's Services Early Help & Assessment**
Location/Work Base:	**Newtown**

this is a flexible worker position and therefore the Council offers opportunity to work in an agile way to include home working

Grade:	**Grade 5** **Point 7 to Point 9** **£27,274 to £28,153 per annum** **£14.13 to £14.59 per hour**
Contracted hours:	**37 hours, Fixed term until 31/03/2027**
Reporting to:	**Principal Social Worker - Support for Families**
Responsible for:	None

Summary

About the role:

Join our Support for Families team and make a positive difference to children and families across Powys. You will provide person-centred support, complete proportionate assessments, develop family plans and deliver group-based parenting programmes. Working collaboratively with families, communities and partner agencies, you will help overcome barriers, strengthen parenting confidence and improve outcomes for children, while promoting an accessible, welcoming and preventative service

About you:

A passion for supporting children and families to achieve positive outcomes.

Excellent communication skills and the ability to build trusting, non-judgemental relationships with families.

Confidence in assessing family needs, recognising strengths and developing effective family plans.

Enthusiasm for delivering group work and evidence-based parenting programmes such as Incredible Years and Solihull.

Strong partnership-working skills, with the ability to work collaboratively across agencies and community services.

A good understanding of safeguarding, with the ability to respond appropriately to challenges and changing family circumstances.

What you will do:

Provide practical, whole-family support to children, young people and parents, helping them achieve positive and sustainable change.

Complete proportionate assessments and work with families to develop and review family plans based on their strengths and identified needs.

Deliver one-to-one and group-based support, including evidence-based parenting programmes.

Build positive, trusting relationships with families and support them to overcome barriers and increase their confidence and resilience.

Work collaboratively with colleagues, schools, health professionals and other partner agencies to provide coordinated support for families.

Recognise and respond appropriately to safeguarding concerns, maintaining clear records and contributing to effective information sharing

If you have any questions about the role, please contact:
Jenette Arnold: jenette.arnold@powys.gov.uk

Your responsibilities will be:

1. To provide advice, guidance and support instantly both individually and within groups to help parents and families access opportunities that will result in ensuring their children have a ‘good start’ in life.

2. To act as the first point of contact within the family centre/ base to empower families to be able to access information available and a range of support.

3. Work across public services, local authority departments and the third sector to provide a varied programme focused on enabling parents/carers with young children and teenagers to enhance the quality of life for their families and outcomes for children.

4. Actively promote the family centre / base as a single point of access and engage with the community whilst enhancing the co-ordination of preventative multi-agency service provision to meet the needs of those families in Powys that do not require specialist intervention.
5. To provide comprehensive support to all parents/ families working with them to develop their outcomes, building a strong relationship and engaging them in to informal and formal parenting groups.

6. To regularly visit childcare providers, parent/carer and toddler groups, to engage and build relationships with all with an ultimate focus on engaging in to informal and formal parenting groups.

7. To deliver services to meet customer needs which includes working evenings and weekends.

8. To contribute to the day to day running of a multi-agency Family Centre/ base and support with the development and delivery of the service area.

9. To work closely with partner agencies, take part and arrange multi-agency team meetings to identify the needs of eligible families and develop and facilitate an approach to address individual needs/issues, as appropriate.

10. To act as the first point of contact within the family centre/ base to empower families to be able to access information available and build up a network of local contacts and signpost appropriately to services to enable people to meet their needs and improve their wellbeing outcomes.

11. To provide advice, guidance and support on an individual and group work basis, to help parents and families access opportunities that will result in ensuring their children have a ‘good start’ in life. This includes acting as an advocate for families when necessary and appropriate.

12. To develop, facilitate and engage families in accessing groups & programmes regularly (In Powys evidence based programmes - Incredible Years & Solihull).

13. To work with children and families at the Family Centre / base or in their own homes and/or community settings so that parents/carers can be engaged in activities with their children to promote learning, understanding and attachment and increase social and peer integration.

14. To work collaboratively as part of a multi-agency team of professionals or on own initiative, in order to ensure the project is effective, successful and fully meets the needs of families.

15. To help publicise and promote the Family Centre /base to professionals and the community through a range of appropriate measures.

16. To attend and contribute to supervision and performance development reviews, identify and attend training required, including being up-to-date with safeguarding policies and procedures and take action as necessary.

17. To provide a consistent high standard of customer service working in a non-judgemental and anti-discriminatory way, including a good telephone and face-

to-face manner, tact and diplomacy with a caring and positive attitude and responding to customer needs around language and culture.

18. To carry out proportionate assessments ensuring that children's needs and the needs of their families are at the centre of conversations using a person centred approach recognising their strengths or assets and working with them to identify and improve their personal outcomes.

19. To be a positive, friendly and welcoming in your approach to promoting the service professionally at all times and contribute to monitoring and maintaining appropriate social media as a means of maintaining service provision.

20. To keep up to date and accurate records of work undertaken to aid monitoring and evaluation processes.

21. Be responsible for peer to peer continuous learning of and training of new staff and others staff in aspects of the work with which they may be unfamiliar.

DBS:

This position has a requirement for an Enhanced DBS Check, this position is classed as regulated activity under the Safeguarding of Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012 and will be subject to a check to the list of those people barred from working with children.

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) - This position may have a requirement for a Baseline Personnel Security check (BPSS).

Health and Safety Statement:
To co-operate with their employer and follow health and safety advice and instructions

Equalities Statement:
To abide by the principles and practice of equality of opportunity as laid down in the Council's Equalities Policy

Welsh Language Requirement:
Welsh language skills are desirable

NOTE;

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the 'Principal Responsibilities of the Job'.

PERSONAL SPECIFICATION

Do you think you're the right person for the role? Then, demonstrate you meet the following criteria in your application.

Experience

Essential

- Demonstrate a wide experience of working with and supporting families and children from a variety of social backgrounds and range of needs
- Experience in planning and delivering group work

Desirable

- An evidenced based parenting group work qualification (Incredible Years & Solihull) and experience in delivering it to parents

Knowledge

Essential

- Knowledge of the principles of the Welsh government initiatives appropriate to the role (e.g. Families First, Flying Start, Integrated Family Support, Children First projects)
- Knowledge of early years and childcare legislation, regulations, statutory guidance and current issues
- A working knowledge and understanding of the Child protection issues and statutory procedures
- Knowledge and experience of working with the range of issues affecting families in Powys and the difficulties they experience

Qualifications and Training

Essential

- Good standard of education (5 GCSE or equivalent
- Relevant Level 3 professional qualification.
- E.g. Work with Parents, CCLD
- Have the National Occupational Standards for Work with Parents Award Level 3 or be working towards/prepared to undertake and complete within 18 months

Personal Qualities

Essential

- Able to keep up to date accurate records using electronic systems such as Word processing, spreadsheets, email programmes and databases
- Develop ways of involving customers with varying needs in policy and service development
- Be able to engage families with a range of abilities and barriers to engage in the development and implementation of a family plan
- Develop ways of supporting families with a range of abilities and barriers to engage in group work, interventions and evidenced based programmes
- Ability to work as part of a team, lead groups and train others on specific interventions

- Good communication skills both oral and written to be able to work with professionals and families with a range of abilities and barriers to develop and implement family action plans based on assessed need
- To be able to analyse and present reports, advocate on behalf of customers to line manager, statutory and professional meetings assertively with conviction where contentious issue such as child protection may be involved
- Promote a positive attitude to a range of professionals and customers which demonstrates commitment of the service to the well-being of children and their families
- Ability to think clearly and convey thoughts, ideas and opinions in a concise and straight forward way to professionals involved families with a range of abilities and barriers
- Ability to make appropriate decisions within an agreed framework and refer to manager where necessary
- Responsible for the development of individual family plans and their implementation to meet the needs of families with a range of abilities and barriers using a range of established assessment tools and interventions
- Responsible for the development of groups using evidenced based interventions e.g. Motivational Interviewing
- Adapting to meet the needs of families with a range of abilities and barriers
- Based in best practice
- To be able to identify and respond to volatile situations
- Recommendations to line manager around service delivery improvements
- To be able to prioritise workload supporting the centre drop ins against service delivery and deadlines

Skills

Essential

- Training and supervision of peers and new staff in specialist tools / programmes
- Supervision of up to three volunteers is appropriate.
- Develop ways of involving customers with varying needs in policy and service development
- Be able to engage families with a range of abilities and barriers to engage in the development and implementation of a family plan
- Develop ways of supporting families with a range of abilities and barriers to engage in group work, interventions and evidenced based programmes
- Ability to work as part of a team, lead groups and train/ support others on specific interventions
- Good communication skills both oral and written to be able to work with professionals and families with a range of abilities and barriers to develop and implement family action plans based on assessed need

Other Requirements

Essential

- Responsible for personal IT equipment
- Shared responsibility for resource equipment for events, group work, etc.,
- Shared responsibility for opening and locking up family centre
- Responsible transporting equipment, relevant paperwork and publicity information to groups meetings and events
- Setting up for group work using large play equipment, table and chairs
- Training and supervision of peers and new staff in specialist tools / programmes if appropriate.

- Day to day management and supervision of up to three volunteers if appropriate.

Welsh language skills are desirable

Recruiting manager: Emma Peace
April 2019

Our values:

Professional
Whatever role we play in the council, we act with professionalism and integrity

Positive
We take a positive attitude in all we do

Progressive
We take a proactive and responsible approach to planning for the future

Open
We keep each other informed, share knowledge and act with honesty and integrity

Collaborative
We work constructively and willingly on joint initiatives

How to apply

You will need to complete the online application, it's simple, just follow the process step by step.

Top tips:

- Read the Job Description and Person Specification carefully and evidence that you meet all of the essential criteria in your supporting statement.
- Sell yourself and where possible give examples
- List your qualifications that are relevant for the position, as detailed in the person specification.
- Ensure one of your referees is from your most recent employer or if this is your first job why not ask a school teacher or tutor, just ensure you know them at a professional level.
- Be honest Tell us about any gaps in your employment history
- Complete the application in full

Next steps

The closing date for applications is 03/12/2026
Once submitted we will email you to let you know we've received your application.
We will be shortlisting the applications on 08/12/2026. We will email you either way if you have been successful. So, keep an eye out in your inbox!

The interviews will take place on TBC

We wish you luck with your application