

Family Support Worker

Person Specification

Experience:

- Experience based in the community working with individuals in a person-centred way in a one to one and group setting.
- Experience of working in partnership with individuals to identify support needs and achieve outcomes.
- Experience of developing and maintaining positive working relationships with colleagues and professionals from Education, NHS, Statutory and Third Sector organisations.
- Experience of negotiating and promoting issues on behalf of the individuals supported by the service
- Ability to complete reports and collate data for monitoring and evaluation purposes.
- Ability to use IT effectively.

Attitude and Approach:

- Empathy and understanding of the challenges unpaid Carers and Young Carers may face.
- Self-motivated and reliable with the ability to work both independently and as part of a team.
- Enthusiasm, commitment, and flexibility are all essential qualities required for this post.
- Commitment to the principles of equal opportunities and inclusion and their practical implementation.
- Communicate with colleagues, Carers, and other agencies helpfully, professionally, and courteously.

Knowledge and Skills:

- Ability to manage caseload and plan diary.
- Excellent administrative skills, well organised with good time management and a methodical approach to work.
- Excellent communication skills both spoken and written.
- Excellent interpersonal and negotiating skills.
- An understanding of the principle of safeguarding and protection within Health and Social Care Services.