

Anew Family Support Worker

Service Overview

Anew offers a Supported Temporary Accommodation (STA) in North Dublin, and Day services to pregnant women and women who have given birth that are experiencing homelessness. Our service is unique, offering accommodation with a range of specialised interventions and supports to improve pre- and post-natal outcomes for women as well as working towards long-term tenancy.

Anew's Values

Accountability

We take personal responsibility for using our resources efficiently, achieving measurable results, and being accountable to supporters, partners and, most of all, the women, children, and families who we work with.

Nurture

At Anew, we aspire to empower both our staff and those we work with to be the best version of themselves and reach their full potential. We think, feel, listen, see and understand those who access our services and know that safety, stability and nurturing are critical qualities of relationships and environments that make a real difference in growth and development.

Excellence

We know that our work should always be more than 'good enough' and make every effort to uphold this standard every day. At Anew, we strive for excellence in all that we do across the services that we provide. We are of the opinion that the services we provide should be excellent because the women we support deserve nothing less.

Welcoming

Our team work tirelessly to provide a safe, non-judgemental space for the women and families who use our services. We endeavour to create an environment of trust, respect and reassurance ensuring that those we work with feel welcomed, accepted, and appreciated while in our care.

Purpose of the Role

The aim of this role is to create a holistic wrap around service for the pregnant women and new mothers that use Anew's services. The Family Support Worker's, primary function is to support the women in our Day services as well as on an outreach basis. Working closely with Anew's Housing Case Worker and Social Care Workers, he / she will be involved from the initial referral to supporting the women in our STA in order to build up relationships.

Hours of Work

Our STA requires 24/7, 365 day a year cover with waking shifts between the hours of 8am and 12 midnight. Sleepover cover is provided between 12 midnight and 8am. This role may include evening and weekend work and requires flexibility and lone working.

Salary:

€26,000 based on 29 hours per week.

Main Duties and Responsibilities

The Family Support Worker will perform their duties in line with Anew's professional standards.

The Family Support Worker will:

- Facilitate one to one and group programmes in our Day Services in Dublin City Centre.
- Support the running of our STA in North Dublin.
- Work with a caseload/workload assigned by their line manager. This may involve working in the home with women who have left our STA.
- The level of work required will take into account the varying complexity of families & travel requirements.
- Change and adapt to new programmes / models of service in line with evidence-based research.
- Work in a flexible manner with the family in meeting their changing needs through the use of consultation, plans, reviews and feedback.
- Work in partnership with women to increase their skills in areas such as childcare, budgeting, home management, nutrition and health care, through individual or group work.
- Liaise with women on health/emotional/parenting issues and child welfare and report concerns as appropriate with the aim to enhance positive parenting skills.
- Assist women to avail of local/appropriate services and agencies and encourage their engagement in such services.
- Work within current legislation, relevant policies and procedures, guidelines and protocols within the organisation.
- Engage in regular Supervision.
- Share knowledge with other team members to maintain standards.
- Actively participate as a member of the designated team/service.
- Attend and participate in team meetings and other relevant staff engagement days.
- Attend meetings as appropriate to their allocated work e.g., Meitheal meetings, Family Support planning meetings, Case Management, Child Protection Conferences, strategy meetings, children in care reviews.
- Seek the advice of relevant personnel when appropriate/as required.
- Promote a culture that values diversity and respect in the workplace.
- Attend local Child & Family Support Networks & the Team Around the Child and build working relationships with Funders, Referral agents and other relevant stakeholders.
- Collaborate with line manager in developing the role of the Family Support Worker and the team.
- Maintain and manage the building in our Day services.
- Provide on call support to our STA on a rota basis.

Administrative

- Maintain accurate up to date records and files in accordance with Anew's ICT systems.
- Maintain service user confidentiality.
- Keep up to date records of interventions and generate KPI reports as required.
- Use Outcome Star evidence-based assessment tool to measure outcomes and change.
- Contribute to the on-going development of the service in keeping with good practice and Anew's objectives.
- Be accountable for any money spent on behalf of Anew.

Education & Training

- Engage in personal development planning in collaboration with line manager.
- Attend in-service training and other relevant training opportunities (including attendance at mandatory programmes).
- Review and change work practices in line with training and service developments.

Teamwork

- Work as part of a team and from a person-centred approach.
- Ensure consistency and follow through on interventions.
- Provide accurate and precise information at handover.
- Participate in and contribute to relevant team meetings.
- Maintain regular communication with line manager and the wider team.

Health & Safety

- Complete routine tasks to ensure a high-quality service and environment is maintained.
- Adhere to the Safety, Health & Welfare at Work Act (1989) policies and procedures and other relevant legislation.
- Monitor and report health and safety, and maintenance issues.
- Demonstrate a knowledge of the legislation, regulations, and standards applicable to the provision of accommodation-based homeless services.
- Comply with and contribute to the development of policies, procedures, guidelines, and safe professional practice and adhere to relevant legislation, regulations, and standards.

The above Job Description is not intended to be a comprehensive list of all duties involved. The post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Requirements for the role are outlined in the table below.

Applicants must by the closing date of application have the following

Education, Knowledge and Skills Required	Essential / Desirable
<p><u>Education</u></p> <ul style="list-style-type: none"> ▪ A minimum Level 6 qualification in social care/youth work, addiction studies or related field is required. <p><u>AND / OR</u></p> <ul style="list-style-type: none"> ▪ Experience of working with women in a social care setting, residential care and/or homeless services and working towards a qualification and / or CORU registration. 	<p>E</p> <p>E</p>
<p><u>Knowledge</u></p> <ul style="list-style-type: none"> ▪ A working knowledge and insight into the issues affecting women who are pregnant and experiencing or at risk of homelessness and the impact on their physical, emotional, and psychological development. ▪ Understanding of risk and needs assessment and of the principle of risk management. 	<p>D</p> <p>E</p>
<p><u>Experience</u></p> <ul style="list-style-type: none"> ▪ Experience of working in supported residential services and of supporting people in their own homes. ▪ Experiences of working in a support service for people with complex needs. 	<p>D</p>
<p><u>Skills</u></p> <ul style="list-style-type: none"> ▪ Have excellent interpersonal and communication skills. ▪ Non-judgmental attitude. ▪ The ability to maintain professional boundaries. ▪ Good time management skills and managing a busy caseload. ▪ The ability to work as part of a team, and on own initiative where required. ▪ To be able to problem solve, to have good judgement and decision-making skills. ▪ Proficient in the use Microsoft and other applications i.e., Teams, PDF, Word, Excel, Outlook and PowerPoint. 	<p>E</p>

Please send Cover Letter and CV to Senior Services Manager at danielle.gannon@anew.ie by closing date **16th May 2022 by 5pm.**