



Chime Children & Family Support Worker

Job description

Chime is a registered charity, supporting people who are Deaf or Hard of Hearing, through our Resource Centres nationwide. Our aim is to positively impact the lives of our clients through the provision of Advice & Information, Specialist Services and Assistive Technology.

At Chime, we are a values driven organisation, supporting our clients to achieve the best possible outcomes. We promote staff development, enable staff to fulfil their potential while providing top-class service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting and meeting the needs of our clients.

This role reports to the Children & Family Services Manager.

Job Description

- To provide individual support to families with and children who are affected by issues which can include disability, welfare rights, parenting, and safeguarding.
- To assess the needs of families and children to promote their wellbeing and improve outcomes.
- To maintain regular contact with families of children receiving support to encourage positive family involvement in the child's learning.
- To work with Early Intervention or Multi-Disciplinary Teams where required, which includes attending external meetings and case conferences.
- To develop and use a range of innovative approaches in consultation with the Director of Specialist Services to effectively engage with and develop services for families, and to work with other agencies to develop and co-ordinate the delivery of a multi-disciplinary support plans.
- To refer families to other specialist services and monitor family progress and engagement with referred services.
- To ensure that the policies, procedures, and practice for safeguarding and promoting the welfare of children are implemented effectively within Chime and relevant Local Safeguarding Children Board policies and procedures.
- To work with parents to identify, understand and meet their children's needs and promote positive service outcomes for their children.
- To facilitate and deliver specialist support programmes for additional support.
- To work flexibly and deliver services across Chime resource centres as directed.

- To deliver support interventions which improve parental capacity and family relationships for families with children, with a particular emphasis on vulnerable families to engage actively with the service.
- Enhance parents' understanding of different education and play strategies.
- Provide practical home management and budgeting advice to parents.
- Coach, mentor and motivate families to understand the benefits of relevant activities.
- To observe and maintain a code of confidentiality and discretion in all dealings with children and their families.
- Manage your own workload, administration, and diary commitments.

Key Performance Indicators

- To meet quota for family support referrals and cases, dependent on complexity of caseload.
- Deliver parenting courses per year and record all group sessions.
- Safeguarding incident reporting to timescale.
- Case recording of referrals to required quality and timebound completion.
- Follow case management procedures, including recording and reporting, involving other agencies, colleagues, and line managers where appropriate.

Person Specification

- Relevant University Degree.
- 2-3 years' experience of working with children/young people and their families, and knowledge and experience of working directly with families who have complex needs.
- Knowledge of the roles and responsibilities of statutory and voluntary services and experiences of liaising with them.
- Knowledge and understanding of Safeguarding for children and vulnerable adults.
- Experience of working in culturally diverse communities and with people in their homes.
- Ability to undertake the work within an anti-discriminatory and empowerment framework.
- Ability to work both independently and as a member of a Chime team.
- Experience of working with behaviours that challenge and evidence of ability to manage this successfully.
- Able to provide accurate information and practical support to family members of all ages.
- Ability to provide accurate reports and use all the relevant IT packages.

- Awareness of the impact of family social and environmental factors on the life chances of children and young people.
- A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families, and individuals.
- Ability to be people focused and a 'can do' approach to strive for excellence in everything we do.
- Excellent interpersonal and communication skills.
- Holder of a full current driving licence and use of car, as some travel is required.