

Job Description

Title of Post: Supporting Families Key Worker

# Unit / Location: Based across the Bradford district.

Responsible To:  **Operations Manager**

Contract: This post is provisionally until 31st March 2026

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# Prime Objectives, duties and commitments of the post

Engage with families who have been identified by the supporting families team as having some of the following criteria:

* Children with low school attendance
* Committing ASB or support around crime
* Unemployment
* Domestic Abuse
* Health and mental health
* Child in need
* Substance misuse
* Family relationships
* Early Years support
* Housing and financial support

Supporting families within their own homes, developing relationships, identifying actions that will improve outcomes for children. This will vary between families.

* Signpost family members onto specialist services that can meet their needs.
* Link with and build relationships with external agencies and services working with families or who can offer support.
* Liaise with schools and external agencies to provide holistic support
* Create an assessment and action plan for the family and support them to meet their goals/objectives.
* Liaise with partners and other agencies. Hold team around the family (TAF) meetings every 6/8 weeks and provide updates to relevant parties.
* Complete reports and case notes and record every contact with and around the family members.
* Input referral information and all attendances on to relevant database(s).
* Be flexible in your working hours. Some events/meetings will require you to work weekends and evenings as and when requested and to meet the needs of your families – this is not often.
* Provide enthusiastic leadership and a positive role model to families
* Attend an induction, all relevant training, all team meetings, supervisions and full staff meetings.
* Provide assistance and support in other JAMES projects as required.
* Familiarise yourself with and follow all JAMES policies and procedures
* Work within policies, procedures and expectations of partner agencies and funders.
* Undertake training and qualifications as required for both professional and personal development
* Remain professional at all times (including outside of work hours).
* Complete timesheets and mileage forms regularly
* Work in collaboration with other JAMES staff to create a holistic provision, sharing resources, equipment, skills and knowledge.
* Use IT to an acceptable standard including Word, Excel and PowerPoint and design resources and promotional material such as flyers and leaflets when necessary. Record on the Early Help Module (EHM)/Liquid logic system
* Carry out such other duties as may reasonably be required from time to time by the operations manager.

# Responsibilities for Assets & Materials

* Responsible for safe and efficient storage (including files and personal information) and use of all resources and equipment within your work remit.
* Ensure all capital such as petty cash, equipment, and buildings are looked after, safe, clean (if appropriate) and protected.

# Supervisory / Managerial Responsibilities

* Supervision of volunteers, students, sessional staff and work experience participants

# Received Supervision & Guidance

* Work under the supervision of the Operations Manager, this should include supervisions and appraisals.