JOB DESCRIPTION

| **TITLE** | FAMILY SUPPORT WORKER  |
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| **Reports To**  | [Insert Title] |

**Job Purpose**

The Family Support Worker focuses on supporting at-risk clients and families. They assess family needs and promote well-being, human rights, and social justice. They may give counseling and mediation, find social assistance, and help families through social system protocols.

The Family Support Worker must be an effective communicator with a caring disposition and empathy. They must be detail-oriented, with strong organizational skills and a thorough understanding of [ORGANIZATION NAME]’s services and systems.

**Duties and Responsibilities**

Overall Responsibilities:

* Developing relationships with individual families
* Assessing the needs of families in order to identify and organize support for resolving issues and preventing escalation
* Guiding families through the assistance application procedures
* Assisting families in comprehending the rules and regulations governing the many forms of social services assistance and support
* Assisting families with intricate financial and personal documentation of assets, income, and expenses
* Assisting families in obtaining the benefits to which they are entitled
* Regularly conducting caseload review sessions with individuals and families during home and community visits assist them in achieving their goals.
* Regularly conducting caseload requirements and progress with social workers, colleagues, and other health and social care professionals and multi-agency networks.
* Coaching, mentoring, or inspiring families to recognize the value of associated activities.
* Maintaining accurate records of administration and caseload, including interaction reports.
* Staying with a family during an emergency or attending court proceedings when necessary.
* Adhering to professional standards and laws, including confidentiality, safeguarding, equality, diversity, and inclusion policies
* Being familiar with local service options for signposting and referrals.
* Ensuring timely completion of progress and other case record notes.
* Performing other related duties

**Qualifications**

* X years of experience as a family support worker or any similar position
* A degree in social work or relevant field
* Knowledge of related legislations and guidelines and best practices
* Certificate in social work or related is a plus

**Core Competencies**

* Excellent communication skills
* Patience and understanding
* Empathy
* Ability to adapt well to various situations and scenarios
* Problem-solving abilities
* Strong organization skills

**Working Conditions**

* Overtime and hours outside of typical working schedule may be required
* Some travel may be required