



St Joseph's Family Centre

Registered Charity No. 1180172
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Job Description

Job title	Centre Support Worker
Location	St Joseph's Family Centre, 9 Museum Street, Warrington, WA1 1JA
Accountable to	Centre Manager
Hours	Average of 33.75 hours per week on a 4-week rolling rota basis. This includes working 1 in 4 Saturdays.
Salary	£21,450 FTE (£19,305 per annum - actual)

St Joseph's Family Centre offers a wide range of services, which include varied counselling services for adults, children and young people, accredited child contact services and an emergency welfare provision. The Centre strives to meet the needs of families living in Warrington and the surrounding area.

About the role

Under the direction of the Services Delivery Manager, the post holder will:

- Support the general operations of the Centre, providing a safe and welcoming environment to all clients and other visitors;
- Ensure the safeguarding and welfare of children and vulnerable adults is observed and appropriately managed in line with the Centre's policies and procedures;
- Support the facilitation of supported contacts, handovers and indirect contact;
- Provide supervision for relevant child contact sessions;
- Undertake administration duties including managing diaries, arranging appointments and using varied digital record management systems;
- Support the Centre Manager and Services Delivery Manager with the recording and collation of statistics and reports;
- Take responsibility for appropriate cash handling matters which include cash donations, ensuring Gift Aid is appropriately claimed and monitoring petty cash;
- Liaise with service users and relevant statutory and voluntary bodies;
- Assist in the organisation and delivery of the welfare services provided by the Centre;
- Actively participate in fundraising activities and promotional events;
- Undertake other relevant tasks assigned by the Centre Manager as appropriate;



Principal Responsibilities

The post holder will undertake and deliver the following tasks –

1 Child Contact Service

- Support the team to manage incoming referral paperwork, ensuring the recording systems are up to date
- Identify where relevant information is missing and follow this up with the referring person(s) to ensure efficiency of the service from point of referral to access is optimised.
- Conduct pre-visit sessions with each parent and the children involved to identify concerns, explore any identified risks and ascertain the hopes and wishes of all parties.
- Support the facilitation of and (where required) supervise family contact sessions and complete all required preparatory and follow up work;
- Maintain accurate and up to date case records and advise on any variation or progression of the contact arrangement as required;
- Work with separated parents to help resolve any difficulties that arise in the course of a series of family contact sessions;
- Ensure that the safety and well-being of both children and adults are maintained at all times;
- Adhere to and follow safeguarding policies and procedures relating to the role.
- Ensure the health and safety of clients, other staff and self are observed at all times and report any concerns to the Centre Manager/ Services Delivery Manager in a timely manner in accordance with the Centre's policies and procedures.
- Report to the Services Delivery Manager/ Centre Manager any concerns about the well-being or safety of any child or adult having contact so that these can be addressed, as necessary, in accordance with local safeguarding procedures;
- Liaise with referrers, including CAFCASS, Solicitors and Family Court staff;
- Carry out related administrative tasks – e.g., completion of contact logs/ calendars etc...

2 Counselling Services

- make appointments by telephoning clients;
- ensure, (so far as practicable), that all available appointment /slot times are filled;
- update relevant databases/ case recording systems;
- contact clients by email, letter or phone to resolve any queries;
- deal with enquiries from clients on waiting list and from referrers;
- understand with procedures relating to cancellations and non-attendance and actions those procedures when appropriate;
- carry out related administrative tasks- e.g. scanning of evaluations, sending waiting list and other letters/ emails;
- Ensure confidentiality is upheld appropriately;



3 Family Welfare Service

- deal with enquiries from donors and referrers;
- make up food, clothing, bedding parcels - ensuring food stock is date checked and in good condition and that other donations are clean and safe to be donated;
- assist with the preparation and arrangement of occasional family food hamper/ other campaigns which support the needs of local families;

4 Financial Administration

- Maintain the log for incoming donations, ensuring data is accurately recorded and that receipts match records;
- Undertakes the banking of cash and cheques;
- Ensure donors who are eligible to Gift Aid their donations, complete the required declarations;
- Monitors the petty cash and updates the log on a regular basis;

4 General

- Meet and greet clients and visitors;
- Help to keep the session rooms and other areas well-presented and resources are fit for purpose;
- Liaise with the Centre's volunteers and supporters;
- Help to maintain the good name, reputation and ethos of the Centre and the values on which it is based;
- Follow the Family Centre's policies and procedures at all times;
- Undertake such other duties as may reasonably be required by the Centre Manager.

Important Note

The responsibilities outlined in this job description are illustrative rather than exhaustive. They will be reviewed from time to time, in consultation with the post holder, and amended as necessary in the light of experience, organisational needs or changing circumstances.



Person Specification

	Essential	Desirable
Qualifications	<p>GCSE Grade C or above in Maths and English (or equivalent)</p> <p>Recognised qualifications in Health and Social Care, Childcare or equivalent or be willing to work towards a relevant qualification as identified and sourced by the Family Centre</p>	
Skills, Experience, Knowledge	<p>Experience in working with vulnerable people, particularly those in distress or facing significant social/ economic/ emotional challenges.</p> <p>Have an understanding of problems associated with complex family life issues and be able to deal with confrontational family situations in a professional setting.</p> <p>Knowledge and understanding of Safeguarding vulnerable adults, children and young people.</p> <p>Administration experience including the use of varied computer packages including Microsoft Word, Excel and Outlook as well as bespoke case recording systems.</p> <p>Understanding of confidentiality and data protection.</p>	<p>An understanding of the benefits of Counselling and other therapeutic services.</p> <p>Working knowledge of current practices within Social Services – especially regarding separated parents, child contact/arrangement orders and the work of child contact centres.</p> <p>Knowledge of Family Law.</p> <p>Knowledge of the Children Act 1989.</p> <p>Knowledge of child development.</p> <p>Training or knowledge of conflict resolution techniques.</p> <p>Experience of cash handling and associated administration.</p>
Personal Attributes	<p>Excellent communication skills, both verbal and written.</p> <p>Strong interpersonal skills and the ability to work well with people at all levels.</p> <p>Commitment to working in a non-discriminatory manner.</p> <p>Strong attention to detail.</p> <p>Ability to work on own initiative with a problem-solving attitude.</p> <p>Ability to remain calm when working under pressure.</p> <p>Be adaptable and willing to undertake a variety of responsibilities.</p> <p>Capacity to maintain professional boundaries and a high level of confidentiality.</p> <p>Be emotionally resilient.</p> <p>Willingness to develop and learn new skills as required by the role.</p> <p>Uphold and promote the Centre's values.</p>	



Other relevant information

Hours: Average of 33.75 hours per week on a 4-week rolling basis.

Week 1 = 37.5 hours, Monday-Friday.

Week 2 = 30 hours, Monday-Thursday.

Week 3 = 37.5 hours, Monday-Thursday plus Saturday.

Week 4 = 30 hours, Monday-Thursday.

There will be an expectation for the post holder to be available to work occasional evenings and weekends to meet the needs of the Centre.

Place of Work:

Based at the Family Centre, 9 Museum Street, Warrington, WA1 1JA. There may be a need for the post holder to attend occasional meetings/ events at other locations.

Probationary Period:

A formal review and evaluation of the post holder's performance will take place at the end of 6 months service.

Background Checks:

- The appointment requires 2 satisfactory references, of which one must be from a current or most recent employer.
- Confirmation of appointment will be dependent on receipt of a satisfactory Enhanced Disclosure and Barring Service (DBS) Certificate.
- Evidence of relevant qualifications and memberships/ accreditations.

Pension Scheme:

The Family Centre is engaged with an autoenrollment workplace pension scheme operating at currently 5% of salary contribution from employees and 3% contribution from the charity.

In partnership with:



Community and Mental Health Services

