



SPELTHORNE FAMILY CENTRES

JOB DESCRIPTION DESCRIPTION

ROLE TITLE:	Outreach Worker
REPORTING TO:	Family Centre Manager
BASED:	Spelthorne Family Centres – based at Stanwell Family Centre
HOURS:	Part Time – 30 Hours per week.

We would also welcome applications from candidates who may also be interested in additional hours or a full-time role should these become available. Please indicate your preference within your application

SALARY:	£16.90 per hour (£26,364 per annum based on 30 hours per week; FTE £31,637 per annum)
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Surrey Care Trust is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

Work Context

The multi-agency approach of Family Centres is at the heart of Surrey County Councils Effective Family Resilience and Early Help Strategy. Family Centres play a central role in providing Early Help, in improving outcomes for all children and young people 0-19 (25yrs with additional needs), and in reducing inequalities in outcomes between the most disadvantaged children and the rest. Family Centres provide access to high quality Early Help and targeted services, health, family support and employment related services. All services developed ensuring that the needs of children are paramount. Each Family Centre is intended to become the first port of call for families in need or requiring additional support with the challenges that parents face every day bringing up their children

Our Vision

Surrey to be a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential and make a positive contribution.

Our Mission

To tackle disadvantage, social exclusion and hardship in local communities. To reach out to families to equip them with the skills to improve their economic situation, to reduce social isolation and break the cycle of disadvantage.

Overall purpose of the role

To work in partnership with other staff to ensure all families working with the centre feel appropriately supported and receive the right help and support needed to enable them to appropriately encourage and promote the development of their child/ren's health needs; the positive development of their social, emotional well-being and ongoing learning and developmental needs (i.e. ensuring children receive the best possible start in life).

To provide targeted Early Help support and specialist services to families in Spelthorne Borough and ensure effective and timely support is offered in line with the Surrey's 'Effective Family Resilience' Framework.

To work in close partnership with professionals, to provide co-ordinated help to identified children, young people and their families including those at risk of social exclusion and those at risk of not meeting their milestones.

To provide appropriate outreach and family support to referred families; assessing need and subsequently reviewing the impact of support and interventions provided.

Work Context:

A multi-agency approach and 'Effective Family Resilience' Framework is at the heart of the Family Centres Support programme, which aims to provide effective targeted support to children and young people 0-19 (25yrs) and their families. As a result, Family Centres will play a central role in helping to improve the outcomes for children and their families and in reducing the inequalities in outcomes that could exist between the most disadvantaged children and their peers. Spelthorne Family Centres will provide access to high quality support and provision at the earliest opportunity, and is aimed at reducing or eliminating barriers to access.

The post holder will play a key role in the provision of early help and targeted services by providing outreach support to children, young people and their families by delivering timely and targeted intervention programmes / workshops.

This role will require the post holder to work with families as a lone worker and be responsible for adhering to personal safety guidance. Furthermore, to ensure that family support is delivered effectively, the post holder will be required to liaise with other staff and other partners to plan, monitor and evaluate services.

Line Management/Supervisory Responsibility:

None

Budget Responsibility:

None

Duties and Responsibilities

- To work with the centre manager and senior outreach staff to support service delivery and outcomes for children, young people and their families.
- Complete required assessments in line with Surrey's Effective Family Resilience Framework and Family Centre Specification.
- To undertake direct work with children and young people who are assessed as having complex needs and require targeted early help both in the home (lone working), in school at the centres or other suitable venues .
- To provide early help support using a variety of interventions including motivational interviewing, solution focused approaches and accredited parenting strategies.
- Complete case related reports and maintain records in accordance with practice guidance.
- Assist in the development and delivery of project work; working with other staff to provide information and feedback.

- Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.
- Assess and manage risk in carrying out duties and raising issues where appropriate with Centre Manager.
- Assess and manage risk associated with assigned cases and service delivery to ensure safeguarding of service users.

General:

- Implement and comply with all agreed policies, procedures and guidelines
- Support the aims, vision and ethos of the Family Centre and Surrey Care Trust.
- To keep informed about appropriate services available for children and young people 0-19 (25yrs)
- To liaise with the Designated Safeguarding Lead to safeguard children and young people
- Comply with Surrey Care Trust policies and procedures relating to child protection, equal opportunities, health and safety, confidentiality and data protection; reporting concerns to appropriate persons
- Work as part of a team to ensure the best possible service is provided to all centre users
- To attend relevant meetings and training to keep up to date with best practice and support continuous professional development
- Participate in the supervision and appraisal system of your own performance
- Be proactive in matters relating to Health and Safety
- To undertake other duties that may be required from time to time and that are commensurate with the general duties of the post

Role Summary:

Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance.

NOTE: This job description is intended as a working document for the position outlined. It is not exhaustive but indicates the wide range of duties involved.

The job description will form part of the organisation's performance management process and will be kept under continuous review to reflect the change and growth within the Trust.

Person Specification

ESSENTIAL	DESIRABLE
NVQ Level 3 in childcare, health, education, social care or equivalent	Knowledge of issues in Health for children and families
Good level of education - GCSE English and Maths A-C	Clear understanding of the value and process of monitoring and evaluation
Demonstrate practical knowledge and experience of supporting vulnerable groups	Surrey County Council Superuser training
Understanding of the legislation that underpins child protection and keeping them safe from harm	Is able to identify and develop ideas relevant to the needs of the Children's Centre
Knowledge and training in safeguarding children	Working in a voluntary or paid capacity in a community setting e.g. residents' association, community group, playgroup etc.
Knowledge or experience of facilitating parenting programmes	Is able to work constructively as a member of a team
Knowledge of TAF, CIN, CP and Early Help processes	Occasional evening work (advance notice given)
Clear understanding of equal opportunities issues and is able to relate this into practice	Has vision, enthusiasm, good self-presentation, determination, dedication and a sense of humour
Has good communication and IT skills including the use of Microsoft Office	
Willingness to travel as required, have a driving license and own car	
Commitment to continuous training and professional development	

An Enhanced DBS check will be required for this role.

For an initial, informal conversation about this role please contact Janette Breese, Family Centre Manager on 07919 213905 or email janette.breese@surreycaretrust.org.uk

To submit an application please complete an application form and send it to recruitment@surreycaretrust.org.uk.

Deadline for applications: Wednesday 17 June 2026