**Job Description and Person Specification Profile**

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| **Job Title:** Family Help Assistant |
| **Job ID:** D87 |
| **Service:** Targeted Family Help |
| **Grade:** D |
| **Reporting to:** Team Manager Targeted Family Help |

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| **The Role** |
| Applications are invited for the post of Family Help Assistant within our Family Help teams.  In this role, you will provide low-level direct work with children and their families. You will provide practical support within the family home, and the local community to support Tameside families to achieve their best outcomes.  This is an excellent opportunity for someone who is passionate about making a difference for families and communities, while supporting the four locality Family Help Teams.  The successful candidate will be required to work the core hours between the times of 8:00 - 20:00.  **Main Duties and Responsibilities include:**   * Provide practical support to ensure Childrens basic care needs are met and ensure sustainable change in the family to prevent escalation of need. This will include role modelling and demonstrating approaches, intervening and advising as required. This may be delivered virtually, in a TMBC building, community setting or the parents / carers home. * Complete low-level direct work with children and young people, gaining the VOC to advocate for children and young people as part of the child’s plan * Contribute information to relevant assessments and alert managers to changes in family circumstances or needs and respond in emergencies liaising with colleagues, other agencies, and carers as appropriate. * Ensure good communication with parents, carers and foster carers as required to support the effective targeted family support. Provide appropriate challenge, which may include aspects of conflict and behaviour management. * Complete records of work undertaken with families in accordance with the Department’s systems and processes. * Ensure the safeguarding of children and young people in accordance with safeguarding procedures, health and safety requirements and relevant processes and practices maintaining the confidentiality of families. |

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| **About You** |
| * Understanding of and empathy with the needs of vulnerable families. * Ability to communicate with and relate to a wide range of people. * Understanding of the principles of treating others with dignity and respect. * Ability to use technology in order to accurately record information. * Ability to form professional relationships and maintain professional boundaries with all family members. * Ability to engage with parents and children, using creative methods * Good communication skills including both written and verbal * Ability to manage challenging situations * The ability to manage your own time * Ability to identify and address risk * Understanding of confidentiality and safeguarding information * Ability to fulfil all spoken aspects of the role with confidence through the medium of English |

**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

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| **What can you expect from us?**   * A fair salary and benefits * Opportunities for good health and wellbeing * Help you to grow, develop and to do your best * Enable you to be creative and innovative * Fully involve you in changes that affect you and your work * Listen, and act on your ideas and feedback   **Working together, we are proud to work for Tameside** |

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

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