



JOB DESCRIPTION

Job Title: Empowering Families Officer (EFO)

Base: Carlisle Youth Zone

Hours: 37 hours per week

Responsible to: Employed by Cumbria Family Support, working in partnership with Carlisle Youth Zone

Salary: £20,181-£26,131

Overall aim of position:

In line with funding from The National Lottery Community Fund, the role of EFO will work holistically with families to provide practical and emotional support. improving prospects for the young person's future, improving relationships and wellbeing for families.

Aims and Responsibilities

Focus on families

- To develop a supportive working relationship with individual family members including adults and children
- To engage or lead in the Early Help process with families and appropriate organisations
- To identify root causes of behaviour and work alongside the family and other organisations to find person centred solutions
- To identify goals, outcomes and aspirations and track these to demonstrate change
- Support navigation of existing universal and targeted community and support services and flag any gaps in provision
- Work in a person centred way to identify strengths to be built upon
- Help empower families, enabling them to learn new skills and meet their children's needs more effectively
- Identify/create social network of ongoing support with individual families
- Utilise digital technology to ensure families can engage in the process
- Lead on creation of a parents support group within Carlisle Youth Zone
- Actively listen to and promote the voice of families to help improve and develop our collective offer and contribute to wider community development

- Encourage and support attendance and participation in a range of activities at Carlisle Youth Zone, particularly by young people who may not previously have had opportunity to fully participate (may involve transportation)

Teamwork

- Establish positive working relationships with others
- Work alongside other team members to provide guidance and support to young leaders, students and volunteers
- Contribute to and shape team development and goal setting
- Establish positive working relationships with a range of relevant partner organisations and stakeholders

Planning and organising

- Follow all policies and procedures as required by the organisation including Safeguarding
- Proactively plan own work and manage time effectively
- Complete monitoring and evaluation information as required

Communication

- Communicate in an open, professional and positive manner both with team members and our wider network of supporters and partners
- Promote cultural cohesion and inclusion and proactively challenge any prejudice and discrimination
- Seek guidance and support when necessary and ask questions to clarify understanding
- Record information clearly in accordance with procedures and systems

Continuous Improvement

- Attend regular training and development sessions and events where required
- Maintain knowledge of relevant national and local programmes, initiatives, policies and practices relevant to the role
- Respond positively to change and embrace revised working methods and new learning
- Look for and suggests ways to improve current working practices, own and team performance

Person Specification

	Essential or Desirable
Experience	
Experience of direct work with children and families in a paid or voluntary capacity	Essential
Experience of working with people from diverse backgrounds and with varying needs	Desirable
Experience supporting people improve their mental health and wellbeing	Desirable
Experience of working with families facing difficulties	Desirable

Experience coordinating/facilitating group support	Essential
Experience training/teaching others (IT or specialist skill)	Desirable
Qualifications	
Qualification in child-care, youth work, education, social work or child health. Minimum level 3	Essential
First Aid	Desirable
Skills	
Ability to organise and prioritise own workload	Essential
Effective communication skills, both verbal and written, for different audiences	Essential
Able to work as part of a team and under own initiative	Essential
Ability to coach, encourage, motivate and provide consistent support	Essential
Administrative skills – use of basic Microsoft packages	Essential
Knowledge	
An understanding of child development	Essential
An understanding of the issues affecting young people's lives today and knowledge of their needs	Essential
Knowledge of the pathway of support for young people and families	Desirable
Knowledge of health and safety, diversity awareness and safeguarding (supported by ongoing training and development)	Essential
Other Requirements	
A willingness to work evening and weekend hours where required	Essential
The ability and willingness to travel to events in the region and beyond	Desirable

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post requires us to complete an Enhanced DBS check with a Children's Barred List check.