



Orchard House

Family Assessment & Intervention Centre

60 Staplegrove Road,
Taunton, Somerset TA1 1DJ

T: 01823 351785

F: 01823 336074

E: info@orchardhousefac.co.uk

April 2024

Dear Applicant

Re: Family Support Worker application pack

Thank you for your interest in the role of Family Support Worker at Orchard House.

The Company

Orchard House is a national child-centred assessment and intervention service established in 2005 that is committed to ensuring the best outcomes for children. The safety and wellbeing of children is the central focus of our work. Orchard House is proud to be one of very few family assessment centres in the UK rated '**Outstanding**' by Ofsted at our most recent inspection (February 2023).

We are committed to ensuring the best possible outcomes for vulnerable children and their families. We take our safeguarding responsibilities very seriously and it is our priority to ensure that children and their parents are safe and have the best possible opportunity to demonstrate their parenting whilst they are with us.

We have two residential family assessment centres in Taunton. Our skilled team enables us to provide extensive tailored support and intervention for families who are experiencing a wide range of potential difficulties.

The Role

The primary role of the Family Support Worker is to safeguard, care for and support young children and their parents during a period of residential assessment (please see attached job description for full details).

Family Support Workers work on a shift basis to provide around the clock and intensive monitoring and support, tailored to each family's specific needs. Observations are carefully recorded from both direct work with families and live CCTV monitoring.

Family Support Workers provide parents with important feedback in a sensitive manner. Whilst thinking about each parent's individual needs, they use encouragement, teaching, modelling, and support skills to help the parents meet the child's physical and emotional needs and complete other parenting tasks.

We offer an extensive range of training delivered by our multi-disciplinary team and provide funding for experienced staff who do not hold an equivalent qualification to complete their level 3 Children and Young People's Workforce Diploma.

In recent years our Family Support Workers have progressed on to run specialist workshops, to become Social Work Assistants and to start their professional Social Work training.

Working hours

We are recruiting for permanent and bank staff to directly support and assess families, whilst focussing on the needs and experiences of the child.

Our permanent positions can be on a full or part time basis with a fixed fortnightly shift pattern; please note that you will be expected to work every other weekend.

If you're interested in one of our bank staff positions, you will be expected to work a minimum of 6 shifts per month on average. You will also be required to work additional hours during your induction to ensure that you are fully trained to start your role as Family Support Worker.

Orchard House operates a four shift a day system to ensure 24-hour coverage. The shifts are as follows:

Early shift:	07:30 – 14:30
Middle shift:	10:00 – 21:00
Late shift:	14:00 – 21:00
Waking night:	20:30 – 08:00

There is a thirty-minute overlap of shifts to allow for a handover period.

How to apply

Please see our job description and person specification below. We have also included our Safeguarding Children Policy, shift patterns and rates of pay. Further information on the service can be found at www.orchardhousefac.co.uk

Please note that all training, supervisions, and other meetings are paid at the usual hourly rate.

Should you decide to apply for the position, please complete the Orchard House application form and return your completed application form to recruitment@orchardhousefac.co.uk . If you are successfully shortlisted, you will be invited for an interview and you will also be asked to complete a short written task prior to interview. All information provided on your application form and at interview will be closely checked and should you be successful, an enhanced DBS check will be carried out.

Key dates

- | | |
|--|--------------------------------|
| • Thursday 16 th May at 09:00 | Closing date |
| • Thursday 16 th May 2024 at 17:00 | Applicants informed of outcome |
| • Monday 20 th and Tuesday 21 st May | Interviews to be held on |

Please note that applications received prior to the closing date will be shortlisted sooner and earlier interviews may be arranged. Early applications are therefore encouraged.

You are warmly invited to call myself or Sharon Grindle on 01823 351785, should you require any further information or would like an informal chat.

We look forward to receiving your application!

Kind regards

Bryony Forgan
HR and Project Manager

REASONS TO WORK FOR US



A small organisation making a big difference

- Small enough to have a close knit, family feel
- Large enough to offer great opportunities in a supportive setting



Clear vision and purpose

- Our purpose of ensuring the safety and wellbeing of children is the central focus of our work
- We are committed to ensuring the best possible outcomes for children



Supportive, experienced and visible team

- Well-established and experienced leaders that truly understand, listen and care
- A dedicated multi-disciplinary team
- Supportive & friendly family support team



Thorough & supportive induction

- A thorough 2 week induction
- Invaluable knowledge and learning from Managers, Team Leaders and colleagues
- Shadow shifts



Excellent opportunities for career progression

- Committed to helping you to develop your skills in a supportive environment
- Opportunities for career progression
- After successful probationary period, if required, we will pay for your Level 3 course fees



Competitive rewards

- Competitive salary
- Length of service bonuses:
 - Salary increase
 - Annual leave allowance
 - Sickness pay allowance
- Refer a friend scheme



Hands on IT Support & user friendly systems

- Committed IT support and training



Great working environment

- Home from home feel in beautiful and nurturing setting
- On hand Estates Manager



Well looked after

- Birthday voucher scheme
- Eye care / Flu Vouchers
- Annual party for all staff - all expenses paid for!



Family Support Worker Job Description

Location:	Various locations across Taunton
Accountable to:	House Management Team & Registered Manager
Hourly rates:	£12.00 - £16.00 (further information below)

About the company

Orchard House is a well-established Family Assessment Centre in Taunton providing fair, robust, and evidence-based residential parenting assessments. The safety and wellbeing of children is the central focus of our work. Most children we work with are newborn babies up to pre-school age.

Many of the parents that we support and assess at Orchard House have faced multiple adverse experiences as children and adults themselves and may not have experienced consistently good-enough parenting growing up.

As a result of their experiences, parents often do not have a good internal model of what it is to be a parent. They may not be sensitive to the emotional and / or basic care needs of their child due to emotional / psychological trauma that they may have sustained.

There are a variety of reasons why the parents are referred to Orchard House with their young children, perhaps including a history of neglect, physical or emotional harm, abuse of drugs or alcohol, mental health, learning difficulties, or domestic abuse to name some.

We are committed, wherever possible, to providing children, parents, and families with the necessary support and intervention to rectify, address, or ameliorate the difficulties they experience.

Further information about the company can be found on our website: www.orchardhousefac.co.uk

Description of the role

The primary role of the Family Support Worker is to safeguard, care for and support young children and their parents during a period of residential assessment.

Family Support Workers work on a shift basis to provide around the clock and intensive monitoring and support, tailored to each family's specific needs. Observations are carefully recorded of both direct work with families and using our CCTV system.

Family Support Workers provide parents with important feedback in a sensitive manner. Whilst thinking about each parent's individual needs, they use encouragement, teaching, modelling, and support skills to help the parents meet the child's physical and emotional needs and complete other parenting tasks. This may include:

- Ensuring their child's safety
- Meeting their child's basic care and health needs
- Learning to interact and play with their child, in line with their developmental stage
- Developing their emotional caring skills and attunement to the child cues

Family Support Workers also provide childcare for babies and young children whilst the parent attends meetings, interventions, therapy, and workshops. This is an excellent opportunity to make detailed observations of the child.

Family Support Workers record accurate and objective information as part of a residential parenting assessment; this may be from observations within the communal house, when out in the community, or supervised contact. The information Family Support Workers record is crucial in informing the Court's decision-making around the child's future.

A Family Support Worker needs to:

- Be committed to making a positive difference in the lives of some of the most vulnerable children and families in the UK
- Hold safeguarding at the heart of their actions and decisions, recognising the importance of information sharing
- Demonstrate empathy throughout their work with families
- Communicate sensitively and have good listening skills
- Build good working relationships with families who may initially be reluctant to accept support or, occasionally, be verbally hostile
- Maintain professional boundaries
- Remain calm under pressure and be able to de-escalate aggressive or hostile behaviour
- Remain non-judgemental, demonstrating commitment to supporting people in difficult circumstances
- Make accurate and objective electronic records
- Have practical knowledge and understanding of child development and the needs of children
- Be able to work in a busy and changing environment
- Work collaboratively with other Family Support Workers, the House Management Team, Social Workers, and other professionals.
- Be able to monitor families via CCTV and extract footage – training will be provided
- Recognise when they need to seek advice or support
- Engage in the supervision and appraisal process, reflecting on their practice with a commitment to continued professional development
- Help to maintain a clean, hygienic, and homely environment for families
- Work in line with training, a range of policies and procedures, the National Minimum Standards for Residential Family Centres and relevant legislation.

Physical requirements

This role involves a large amount of moving around the house, carrying children, climbing stairs, and walking out in the community. It is vital that Family Support Workers can respond immediately to safeguarding concerns, which may include moving to another area of the house at speed.

Training and development

Orchard House is committed to supporting our colleagues' development through regular high-quality training. At Orchard House there are a range of opportunities to develop skills through an extensive variety of high-quality training sessions that are developed and delivered by our multi-disciplinary Assessment Team.

A thorough two-week induction programme is provided for all new colleagues joining our team. For new Family Support Workers this includes:

- Shadow shifts
- 1:1 induction with the House Management Team
- Training sessions including Child Protection and safeguarding, Professional Boundaries, Child Development and Attachment and Family Assessment Models, Law and Practice, to name a few.
- Time with various members of the team to get to know the organisation and assessment process

Regular internal training is provided to ensure that both new and established staff can work safely and confidently at Orchard House and continue to improve their practice and professional development. Annual Development Days are provided for Family Support Workers, for which we consistently get extremely positive feedback. There are also regular opportunities to attend case mapping sessions with the Assessment Team and reflective groups.

The Family Support Work role provides a huge range of experience for staff with both children and vulnerable adults and can form an excellent basis for those looking for a career in social care.

In recent years Family Support Workers have progressed on to run specialist workshops, to become Social Work Assistants, or to start professional training in Social Work or midwifery. Internal development opportunities has seen colleagues promoted to the role of Deputy Team Leader and Team Leader.

Entry Requirements

Under the National Minimum Standards for Residential Family Centres, all staff need to hold, or be working towards, a minimum Level 3 Children and Young People's Workforce Diploma (including mandatory social care units), or hold an equivalent qualification. There are a wide range of qualifications that are classed as equivalents, and we will be happy to discuss your qualifications with you.

For applicants who do not hold a relevant qualification, Orchard House will provide funding and support for staff to complete this course.

Working hours

Orchard House operates a four shift a day system to ensure 24-hour coverage:

Early Shift: 07:30 – 14:30
Middle Shift: 10:00 – 21:00
Late Shift: 14:00 – 21:00
Waking Night: 20:30 – 08:00

There is a thirty-minute overlap of shifts to allow for a handover period.

Staff with fixed hours will have an agreed two-week rota, which will include working one weekend in two. Any staff working waking night shifts will need to, initially, work some daytime hours whilst training and settling into the role.

Bank staff will need to commit to a minimum of six shifts per month, on average, and will need to attend supervision and mandatory training.

Family Support Worker Pay Rates

Shift Type	Starting Rate (Up to 1 year)	Standard Rate (1-3 years)	Higher rate (+3 Years)
Week Day	12.00	12.50	13.00
Week Day Night	13.25	13.75	14.50
Weekend Day	12.40	13.00	13.75
Weekend Night*	14.50	15.50	16.00

* Weekend night rate applies from Friday 20:30 until Monday 0800.

** Bank Holidays are double pay

General Information

Confidentiality

Family Support Workers must be aware that CCTV operates in all areas of Orchard House. CCTV provides non-invasive video recording and allows family life to continue without the constant presence of a staff member. CCTV footage may also be used by the court as evidence.

CCTV footage will not be used for the surveillance or monitoring of staff at Orchard House unless a safeguarding concern or a disciplinary or grievance issue has been raised. In this case CCTV footage may be used as an investigatory tool within the disciplinary or grievance procedure.

It is the responsibility of each member of staff to be aware of and to comply with the Staff Code of Confidentiality, which highlights your responsibilities in respect of family confidentiality.

Disclosure and Barring Service (DBS)

This post requires the post holder to be subject to an enhanced DBS check.

Equal Opportunities

Orchard House Family Assessment Centre is committed to ensuring that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, sex, marital status, disability, age, nationality, ethnic or national origins.

Date of job description: December 2023

Privacy notice for job applicants

This privacy notice explains how Orchard House handles the personal data that you submit when applying for a job. Please take your time to read this document carefully so you understand how Orchard House uses and protects the information you provide.

Consent

Providing information on your application form is voluntary. However, if you choose to decline to submit requested data, our ability to consider you as a candidate may be limited.

By submitting your application data you:

- Declare that you have read, understood and accept this Privacy Notice
- Grant your consent to the holding and processing of your data in accordance with this notice
- Declare that the information you have provided in the application is complete and true to the best of your knowledge, and you understand that should a statement made be incorrect this could lead to your application being rejected
- Authorise Orchard House to verify any statements contained in the job application and to make necessary reference checks (please note that references will not be contacted until a job offer is made and you have given consent for us to contact them).

Data we collect and process

This Privacy Notice covers any candidate data that you submit to Orchard House for the recruitment process. This may include but is not limited to:

- Your name and contact details
- Information included in your application such as present and past employment history, skills, qualifications, certificates, experience, knowledge and hobbies
- Type of employment sought and shift preferences
- Name and contact details of references. Please note that it is your responsibility to obtain consent from your references prior to providing us with personal information about them
- Current salary
- Criminal convictions/cautions
- Health information
- Identification documents

Orchard House will also collect data directly from third parties, for example when doing background checks and employment references. This is subject to your consent where required by law.

How your data will be used and for what purpose

The personal data you provide on your application and as part of the recruitment process will only be held and processed as part of the selection process and if there is any subsequent employment. This data may be used to assess your application for employment, to verify the information given, to carry out reference checks and to communicate with you.

Your application form will be held securely and will only be seen by those involved in the recruitment of the post you have applied for.

Should Orchard House offer you employment and as a result you accept, the data that we have collected will become part of your personnel record and will be used for employment purposes.

In order for Orchard House to consider your application, selected employees of Orchard House, such as the HR Advisor, potential line managers and members of our management team will support us with the recruitment process. We will also use outside agencies such as the DBS service and HCPC to assess suitability and they will have access to your personal data. Except as set out in this notice or as required by law, your personal data will not be supplied to any third party without your explicit consent.

Retention of data

Any personal data given as part of the application process will not be kept for longer than is necessary during the recruitment process. Therefore, unsuccessful application data will be securely deleted/shredded after a period of 6 months. If we would like to keep your application on record for longer in case of another suitable position, we will ask for your consent to do so.

If your application has been successful and you are offered employment with Orchard House, the data given in the application may be used in connection with your employment consistent with our data protection policy.

Contact us

If you have questions regarding this privacy notice, please do not hesitate to contact us:

HR Department - Orchard House
The Lodge
60, Staplegrove Road
Taunton
TA1 1DH

Tel: 01823 351 785

For further information on data protection, please visit the Information Commissioners Office website at www.ico.org.uk

You have the right to withdraw your consent at any stage and request that your personal data is erased during the recruitment process. You also have the right to request access to the personal information that Orchard House holds about you. If you wish to do so, please contact the HR Department on the number above.