



Family Support Officer (Families First)

£22,500 - £23,857 pro rata plus pension

28 hours

Permanent

Job description

Thrive Domestic Abuse Services is an established and well respected organisation that makes a genuine difference by delivering support services to families impacted by domestic abuse. We consider ourselves to be a progressive and dynamic company that is at the forefront of our sector due to the high quality services delivered across our service.

Thrive is a friendly, supportive and rewarding place to work. We know that our employees are key to our organisations success and growth which is why we value our employees and offer support, training, development and progression to enable everyone to reach their full potential.

You will work as part of the Families First Support Team to offer a suite of specialist interventions and programmes that are family focused and provide early intervention provision. The focus will be to deliver support to children and young people however the service will protect and support all family members (irrespective of gender), with the goal of creating and maintaining safe and healthy households that support and nurture children and young people.

The role requires a good understanding of the risks, assessment and support needs of families experiencing domestic abuse, and an ability to tailor your approach effectively to meet those needs. You will be responsible for delivering a range of group and one to one sessions, empowering service users and families to undertake appropriate actions within their agreed support plan.

Implementing a high quality practice, ensuring that service user involvement and person centred approaches are embedded in service values is essential part of your role.

You will maintain collaborative working relationships with all Thrive employees, other Families First funded services and key partners to ensure key referral pathways into community based services to provide complementary support to families at the point of exit.

In addition you will ensure that correct monitoring and data collection procedures are followed and service user files are up to date and accurate at all times.

What would you need to be successful?

- A motivated team player who ensures high quality
- Be able to spot risks and manage these effectively
- An ability to build rapport and develop effective professional relationships
- Strong initiative

- An organised person who can manage workload effectively
- Experience in empowering others to achieve outcomes

Your track record will include experience of delivering support to vulnerable people, enabling them to make positive changes.

Benefits

- A pension scheme is provided, with a 6% employer contribution
- Annual leave entitlement starts at 25 days (pro rata), with an additional day for each year's completed service (to a maximum of 31 days)
- Comprehensive Flexible Working Policy
- A clear pay framework with yearly incremental rises
- Organisational sick pay and ½ days leave for every 6 months no sickness absence

Things you need to know

- A disclosure and barring security check is required for this role.
- Successful candidates will be based at Thrive Head office and will be required to work from home and various locations in the community
- There is a requirement to participate in on-call rota in compliance with our lone-working policy (approximately 3 shifts per month).

Working for Thrive

Vision

Our Vision is to create safer communities, where everyone can live free from domestic abuse, violence against women and sexual violence.

Mission

Our mission is to provide high quality, innovative, end to end services which enable individuals and families to thrive.

Our values	
Brave We try new things to improve lives	Purposeful We are smart and proactive in achieving our goals together
Inspiring We see potential in people and motivate change for the better	Committed We are dedicated to our work and to supporting our colleagues
Inclusive We are open, honest and include everyone	Dependable We provide a consistent, safe and trusted presence for the people we support

Please click to view our [Impact Report](#) and [Strategic Plan](#).

Apply and further information

To apply: Please complete an application form, along with your personal C.V noting the deadline below.

Contact point for applications: Kate Purchase / katep@thrivedas.org.uk / 01639 894 864

Closing date: 5pm – Monday 21st April 2025

Interview date: W/C 28th April 2025

Job profile

Job Title	Family Support Officer (Families First)
Grade / Salary	£22,500 - £23,857 pro rata
Hours	30
Reporting to	Early Intervention and Prevention Manager

Job Purpose
To deliver a comprehensive suite of specialist interventions and programmes to families affected by domestic abuse, creating and maintaining safe and healthy households that support and nurture children and young people. A key requirement is to assess the family dynamic, and individuals within it, in order to provide high quality, early intervention support that is flexible, holistic and age appropriate, in line with Families First requirements.

Key accountabilities	
1	Undertake appropriate initial and risk assessments in order to co-produce a tailored Individual Support Plan with family members and an agreed shared Family Action Plan.
2	Deliver and facilitate a range of programmes and support interventions, including; STAR, Recovery Toolkit, RESPECT and CLEAR, working in a flexible, client- centred manner.
3	Provide effective one to one support and key working of individuals and families, as assigned, working in a flexible, client-centred manner.
4	Plan and organise peer support activities and sessions for young people, linking with existing Thrive and key partner provision to achieve this.
5	Regularly review Individual Support Plans and Family Action Plans with family members to ensure that interventions are fit for purpose and take into consideration changing needs.
6	Implement robust exit strategies with family members, ensure that onwards referrals are made to provide complementary support to families at the point of exit.

7	Ensure that the performance of the service is high quality and that families receive a timely, responsive and holistic service appropriate to their needs. Take a solutions based approach to resolve issues as they arise, escalating and reporting where appropriate.
8	Ensure completion of set monitoring and data collection requirements, working with the Senior Family Support Officer to collate this information.
9	Ensure that accurate and up to date records are maintained utilising the organisation's case management system.
10	Attend regular internal and external supervision, team meetings and other meetings as required. Proactively manage your own learning and professional development.
11	To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy.

Line Management Responsibilities (Y/N)	N
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Qualifications and Training	
Desired	Domestic Abuse Qualification – Level 4 National Training Framework
	STAR 4-11 training (provided)
	Recovery Toolkit training
	RESPECT 16 -25 Toolkit training
Essential	NVQ Level 3 or equivalent in relevant field
	Adult and Child Protection and Safeguarding (provided)
	Health and Safety (provided)
	Lone Working (provided)
	Data Protection and Confidentiality (provided)

Person Specification

Criteria	Essential	Desired
Education and Qualifications	At least NVQ Level 3 or equivalent in a relevant field, i.e. Health and Social care or Advice & Guidance	NVQ Level 4 or equivalent in a relevant field Qualification or training in Domestic Abuse
Experience	At least 2 years experience of working with vulnerable children and young people or adults and assessing their needs Risk assessment and risk management for vulnerable children and young people or adults Planning and conducting age-appropriate one to one sessions and/or other activities Developing client-centred support plans, encouraging co-production and implementing robust exit strategies	Experience of assessing and supporting children and young people, victims and perpetrators of domestic abuse Developing and delivering parenting and educational programmes such as STAR, Recovery Toolkit and RESPECT. Previous monitoring and data collection experience, including using systems or databases

Knowledge, skills and abilities	<p>Knowledge of domestic abuse and coercive control and its effects on victims</p> <p>Proven liaison with statutory and voluntary agencies</p> <p>Ability to manage own caseload and work autonomously.</p>	<p>Knowledge of one or more of the following areas: -</p> <p>Child development, Children's rights, Bonding and attachment, Child Protection, Substance Misuse, Mental Health Issues.</p>
Personal attributes	<p>Excellent communication skills</p> <p>Good interpersonal skills and an ability to build rapport with a wide range of individuals within a family</p> <p>A team player</p> <p>Good organisational skills and the ability to prioritise workload effectively</p>	
Other	<p>Driving Licence and use of own car with business insurance</p> <p>Commitment to equality, diversity and inclusion</p> <p>Ability to work within a flexible work-pattern</p> <p>Computer literacy – preferably Microsoft office</p> <p>To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy.</p>	<p>Ability to speak Welsh</p> <p>Ability to speak ethnic language</p>