



## **Application Pack**

### **Family Focus Advice Worker**



Dear Applicant,

**Re: Family Focus Advice Worker**

Thank you for your interest in working for The Junction. The Junction is a respected charity working to make a difference to the lives of children young people and their families. We are proud of our reputation and believe that all of our workers are key to establishing positive relationships, building trust, self-belief, a sense of family and belonging.

Our work in supporting local children, young people and families who are experiencing poverty is growing, both in terms of need, child poverty in affects over 42% of children in Middlesbrough affecting both childhood experiences and long-term outcomes. We firmly believe it does not need to be this way. Thanks to funding from the National Lottery Community fund we have gained the resource needed to support families experiencing poverty in both their short term needs and through person centred support, long term change.

The right candidate will have experience in advice work and have the ability to engage with families on a one to one and group work setting. They will also need to understand the wide range of challenges families experiencing poverty face, the focus to create meaningful change with families and commensurate with The Junction's values offer compassionate and non-judgemental support through both one to one support and community-based activities.

When writing your application please ensure you address the person specification provided. If you would like to discuss the requirements of the post or have any questions about the role please contact Beth Major on 01642 756000 or via e mail at [beth.major@thejunctionfoundation.com](mailto:beth.major@thejunctionfoundation.com)

Once you have completed your application please return to:

[recruitment@thejunctionfoundation.com](mailto:recruitment@thejunctionfoundation.com)

Or alternatively post to The Junction, Westfield Farm, The Green, Dormanstown, TS10 5NA, please ensure your envelope is marked **PRIVATE AND CONFIDENTIAL**.

Please note the deadline for the applications **is noon on Friday 2 May 2025**.

**Interviews to be held on the morning of Wednesday 14 May 2025**

The post is subject to relevant safeguarding procedure which includes a satisfactory Disclosure and Barring Service check. We look forward to receiving your application.

Yours faithfully,

Beth Major  
Chief Executive Officer

## **Why work for The Junction?**

### **Pension**

We contribute 5% of your equivalent salary into your pension scheme for all eligible posts.

### **Staff Wellbeing Programme**

Our staff Wellbeing Programme, provided through Simply health, provides money back on health-related treatments such as optician costs, dentist fees, physiotherapy and alternative therapies, so you aren't left to foot the bill.

### **Counselling Helpline**

We provide access to 24hr Counselling Helpline support so you are never left to struggle if life becomes tough.

### **Counselling Face-to-Face**

In addition to the helpline we provide access to 6 sessions of face to face counselling

### **Generous Holidays**

Our generous holiday entitlement of 6 weeks per year plus bank holidays means you can balance your work and home life commitments.

### **Loyalty Holiday Bonus**

We reward loyalty by offering colleagues 1 extra day's holiday for every completed holiday year up to a maximum of 5 additional days. Increasing holiday entitlement to 7 weeks per year plus bank holidays for 5 completed holiday years.

### **Staff Development**

We have a history of growing our own talent and we develop and support staff to expand their knowledge and take opportunities that become available.

### **Making a Difference**

By being part of an extra ordinary team, we work together to help transform the lives of local children, young people and families.

## Within The Junction

There are a range of services within The Junction all working towards shared goals and all focused on making a difference to the lives of children, young people and their families, including:

- Youth Employment Services
- Young Carers' Services
- Youth Services
- Children and Young People's Emotional Wellbeing and Mental Health Services
- Children and Young People's Specialist Transport Services

We pride ourselves on being able to provide multiple specialist services 'under one roof' with each service interacting together to provide the best possible seamless service to children and young people. We employ multi-disciplinary teams of professionals with backgrounds in psychology, social work, counselling, youth work and youth unemployment as well as other qualified and experienced practitioners who:

- Understand the issues facing children and young people
- Have the skills to effectively support them
- Can deliver outcome focused interventions

We have developed a unique service delivery model to ensure that clients are able to access a service that supports their individual needs. However, the ethos of The Junction ensures our services do not work in silos, although we recognise the need for service identities and separate lines of accountability to stakeholders.

All of our services are person-centred, outcome-focused and outcome-driven with an increased need to evidence the impact our services have on children, young people and their families.

## **Job Description**

**Job Title:** Family Focus Advice Worker

**Salary:** £27,586 pro rata per annum (with annual uplift subject to funding and satisfactory performance)

**Hours:** 18.5 hours per week

**Responsible to:** Family Focus Coordinator

**Location:** Flexible – with the capacity to work across Middlesbrough

**Contract:** 2 years fixed term from start date (with the possibility of extension dependant on funding)

### **Job Purpose:**

To work alongside the Team to:

- To contribute to the delivery of weekly face to face family sessions in the three communities most affected by poverty in Middlesbrough, offering the opportunity for peer support, activities and skills development and ad-hoc support.
- Provide one to one advice sessions for families experiencing poverty from existing caseloads or through open access support.
- Working alongside colleagues, activity partners, wider community groups and other sources of support within the community to ensure appropriate support for families to reach their goals and get the right support.
- To work alongside revenue and benefits and other providers of financial advice, support and assistance to ensure families are able to meet their needs.

### **Support:**

Support will be provided by the Family Focus Coordinator.

### **Principles Duties and responsibilities:**

#### **Working with Children, Young People and Families**

1. To deliver appropriate advice to the families of children and young people aged up to 18 years experiencing poverty in Middlesbrough both through open access and with identified needs to support them to address immediate needs and progress to longer term goals. This should include a wide range of topics including benefits, housing, debt, employment and consumer rights.

2. To help families understand their rights and obligations, and assist in taking appropriate actions to address challenges.
3. Help connect families to specialist services or agencies where needed using signposting and referral mechanisms.
4. Provide advocacy where needed including aide to navigate processes and services.
5. To support management of any waiting lists playing an active role in prioritisation, assessment and signposting to external support and internally for advice.
6. To actively refer into opportunities within the wider partnership project and Junction services.
7. To lead on collecting evidence of interventions, outcomes, record keeping for one to one work and group work delivered through the project, including feedback from children, young people and families.
8. Personally, and as a team work in a person-centred approach to empower children, young people, and families to achieve sustainable positive change.
9. Maintain confidentiality with the whole family.
10. Establish and maintain positive relationships with young people, their families, external stakeholders and the wider community.
11. Demonstrate an active commitment to making a positive difference to the lives of children, young people and their families.
12. To ensure children, young people and families have choice and control in relation to their own support and wider service and organisational developments to ensure continuous improvement in experience.

## **Working in Teams**

1. Work as part of The Junction's team(s) to provide a flexible and effective service for vulnerable children, young people and their families to achieve positive outcomes in line with organisational and the project objectives.
2. Work collaboratively with Family Focus Team to deliver group and holiday sessions.
3. Work collaboratively with all colleagues and partner agencies, including attending and reporting to relevant external meetings as directed including safeguarding, child protection and others as required.
4. Provide supervision and support for other Junction workers, including volunteers and placements.
5. Ensuring that information about the role of The Junction and its projects is publicised and promoted.
6. Work as part of The Junctions Team(s) to contribute to its strategic and organisational development including sharing experience, knowledge and where appropriate providing training and guidance.
7. To contribute to the day to day administration & running of The Junctions Projects & services.

## **Professional Development**

1. Access own line management and supervision as appropriate
2. Take part in relevant professional development to update skills and address any gaps in knowledge or training relevant to the role.

## **Working within The Junction's Policy Environment**

1. Demonstrate a commitment which promotes and values diversity and the equality of opportunity, in relation to employees, workers, service users and the wider community. Challenge the use of all discriminatory language and practice and positively encourage all staff, volunteers, partners, young people and volunteers to adopt non-discriminatory practice.
2. Undertake all work in accordance with The Junctions policies and practice including but not withstanding Information Security, Health and Safety, Risk Management
3. Achieve the highest standards of customer care at all times.
4. Positively promote the welfare of children, young people and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility.
5. Work and adhere to The Junctions values at all times.

Undertake other duties and responsibilities as required from time to time commensurate with the post.

<b>Person Specification Family Focus Advice Worker</b>	<b>Essential</b>	<b>Desirable</b>	<b>Proposed Selection Method</b>
<b>Qualifications and Training</b>			
Minimum Level three qualification in a relevant field (advice and guidance, family work etc)	X		A/I
Relevant degree		X	A/I
Evidence of significant professional development and/ or further qualifications relevant to the role		X	A/I
Demonstrable experience of appropriate Safeguarding training	X		A/I
Ability and willingness to undertake further training and development as required within Job Description	X		A
Demonstrable commitment to personal development	X		A
<b>Knowledge, Skills and Abilities</b>			
Substantial experience in delivering advice, preferably in a community setting as it relates to poverty and financial challenges (minimum one year)	X		A / I / R
Up to date competencies in debt/ money management, welfare benefits, housing and employment law.	X		
Experience of family support work or advice work involving families		X	A/I
Knowledge and empathy for the challenges that people experiencing poverty face	X		A/I
Experience of working in a service where agreed targets are in place demonstrating outcomes.		X	I
Recent experience of working with a range of agencies to support vulnerable people		X	I
Experience of working in community-based settings and navigating systems	X		A/I/R
Ability to manage own caseload and time	X		I/R

Knowledge of issues and challenges that vulnerable children and young people face	X		I
Excellent people skills-Ability to engage, build strong relationships with families, children and young people to build trust, motivate and empower them to meet agreed goals and outcomes	X		I
Good organisational skills and the ability to prioritise workloads to meet the needs of children, young people and their families	X		I
Ability to work with partner organisations from the public, private and voluntary sectors and especially schools.	X		A/I
Able to work as part of a team	X		A/R
Able to act on identified risk while working with vulnerable people	X		A/I
Understanding and experience of the need to have and work to appropriate professional boundaries	X		A/I
Effective communication skills, both verbal and written and ability to understand and respond to requirements of different audiences		X	A/I
Excellent case recording, report writing and case presentation skills	X		A/I
Excellent IT skills – including competency in using Microsoft word and experience in using data base systems to record sessions and notes	X		A/I
<b>Work Related Circumstance</b>			
Willingness to work flexible hours including some evening and weekend activities.	X		A
Prepared to work in a non-smoking environment	X		A
Demonstrate an understanding of professional boundaries and appropriate relationships with people and other professionals	X		A
Vehicle licence and access to a vehicle or prepared to achieve within an agreed	X		A

period, ability to travel as per the demands of the role			
<b>Equal opportunities, Diversity and organisational values</b>			
Commitment to pursue Equal Opportunity and Non-Discriminatory practices.	X		A/I
<b>Personal qualities</b>			
Empathy and understanding of the needs of the client group	X		I
Personal resilience	X		A
Friendly and welcoming	X		I
Ability to work in a developing service and embrace change	X		I
Energy and Commitment	X		I
Understanding of and Commitment to The Junctions core values	X		I

A = Application

I = Interview

T = Test

P = Presentation