

## **THE MAGPIE PROJECT RECRUITMENT PACK**

**ROLE TITLE: Family Support Worker**

**CONTRACT TYPE: 2 years with possibility of extension**

**HOURS: 28 or 35 hours per week**

**SALARY: £28,000, pro-rata'd for any part-time working**

### **Introduction:**

The Magpie Project is a registered charity working in east London to support women and pre-school children who are living in temporary or insecure accommodation. We are looking for a Family Support Worker to join our small family support team, reporting to our Family Support Manager. You will be welcoming women to our service and working to make sure that they are accessing the services (charitable, community and statutory) to which they are entitled. The role will see you working with women and children who are seeking asylum, who are subject to the hostile environment, and who are fleeing domestic abuse and forced labour.

This job would suit someone who has worked as a family support worker within a children's centre, has social work training, or has worked as a support worker in a violence against women and girls, immigration, or homelessness context. We are a small team and need someone with experience of case work who can begin to effect change within weeks of starting the job.

This pack includes information about the role and how to apply.

### **Person specification:**

You will embody the values of active anti-racism, equality, acceptance, and unconditional positive regard. Additionally, you will be:

- Unflappable and able to work under stress.
- Able to undertake appropriate self-care in order to manage your own emotions, practice active listening, and hold space for those who have experienced trauma.
- Organised, reliable, and thorough.
- Self-directed, able to work under your own steam and use your own initiative.
- Able to work in an agile way as part of a small team that sometimes has to pivot to meet emerging needs in our community.
- Solutions-focused.
- Excellent at record-keeping.
- Able to work within boundaries and in a trauma- and psychologically-informed way (training will also be given).
- Confident using Excel, Outlook, WhatsApp. Salesforce a bonus but training will be given.
- Community languages a bonus.

### **Experience:**

We are looking for someone who has the following:

- Experience working within homelessness, immigration, violence against women and girls, or social care in a professional or voluntary capacity.

- Experience or awareness of working within safeguarding, safe spaces, and anti-racist environments.
- Experience and understanding of when to escalate concerns.
- Awareness of the importance of confidentiality; understanding of GDPR a bonus.
- Experience of working with people who have English as a second language.

We are keen to hear from those whose background and experience resonates with that of the women we support, including applicants from a West or East African, Middle Eastern, or Albanian heritage.

### **Responsibilities:**

On a day-to-day basis you will be responsible for:

- Welcoming mothers to the project with compassion, patience, listening and believing.
- Undertaking careful and considered conversations with women about the support they need, and the services and referrals we can offer to agree a way forward that is individual to each family.
- Understanding that people are more important than processes, and being patient in working with women towards what they believe is 'better'.
- Undertaking safeguarding assessments and understanding the nature of risk and how destitution and the hostile environment can thwart the best mums in their wish to parent perfectly.
- Monitoring, triaging, and responding to referrals.
- Understanding which cases are urgent and need immediate escalation.
- Nurturing and maintaining good relationships with all visiting professionals, referral partners, local authority, health, and social care partners.
- Taking part in reflective practice and monthly support and supervision.
- Other responsibilities as agreed with line manager.

### **Time commitment:**

This role can either be 28 or 35 hours per week, depending on the availability of the applicant. We are a flexible and family-friendly workplace and are happy for working hours to be structured around childcare arrangements and other family priorities, on the understanding that most of the working time will need to be within office hours.

This role can be a hybrid role with contact time at our Newham base and non-contact time worked remotely.

**Length of contract:** Two years with possibility of extension.

**Salary:** The gross salary for this role is £28,000, pro rata'd for any part-time working.

### **Application Information:**

Please send a cover letter plus CV via email to [jane.williams@themagpieproject.org](mailto:jane.williams@themagpieproject.org), with details of:

1. The experience you have that will make you a good fit for this role,
2. Your understanding of what the role entails and what you think you will bring.

Please submit your application by **28th February 2023**. Interviews will take place in the first week of March and appointments will be made shortly after.

**PLEASE NOTE**

Before applying for this job please make sure that you have:

- Full rights to work in the UK (we cannot act as a 'sponsor' as this is not a specialist role).
- Childcare in place for all the hours you will be working (if necessary).
- Completed an affordability assessment based on the salary offered and your present outgoings, and any childcare expenses – to make sure you will not be worse off by taking the job.