

## Contact

### Jugendhilfestation Kreuzberg

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### Jugendhilfestation Schöneberg/Mitte

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### Complaints officer

Jugendwohnen im Kiez - Jugendhilfe gGmbH  
Hobrechtstraße 55, 12047 Berlin  
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### Head office

Jugendwohnen im Kiez - Jugendhilfe gGmbH  
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## About

### „Jugendwohnen im Kiez“

Jugendwohnen im Kiez was established in 1979 and develops and offers services in the area of family support, youth work, residential child care, neighbourhood initiatives and social and youth work in schools as well as nurseries („Kitas“) and childrens'centres.

#### Our values

- Systemic approach
- Acceptance and valuing of individual personalities
- Providing services that are needs-led and focussed on service users
- Resource-oriented and supporting services users to help themselves
- Making use of neighbourhood resources
- Cooperation and networking
- Intercultural

#### Quality standards

- Qualified staff in permanent employment
- Continued professional development
- Regular supervision and case reviews
- Trained child protection professionals (§ 8a SGB VIII)
- Quality assurance
- Complaints procedure

[www.jugendwohnen-berlin.de](http://www.jugendwohnen-berlin.de)

## Family support services

**Family support services** („ambulante Hilfen“) are services designed for families in need of support because of difficult circumstances.

The services are needs-oriented and are aligned to the specific circumstances and backgrounds of individual children, young people and their families. Family support services are a social work intervention and aim to support families with their day-to-day lives. Family support services aim to activate and strengthen individual resources through participation in the care planning process, reflecting on behaviours and through developing alternative coping strategies.

Accepting individuals in their own unique way of living their lives and designing flexible services accordingly is fundamental to our understanding of service provision. We cooperate closely with other institutions, service providers and social services.

## Family Support Services

### A guide



## Your rights!

### 1. How to claim family support services

Any family can experience conflicts and times of stress sometimes. Parenting isn't always easy. It can be helpful to have someone at your side to support you with this. One option is to claim family support services („Hilfen zur Erziehung“) at the local social services department („Jugendamt“) in accordance with German social laws (§27 SGB VIII).

### 2. Confidentiality

Everything you share with us is confidential. This means that we're not allowed to share your information with anyone else, unless your children are at risk. If we want to talk to school, nursery, your GP, etc. about your children or your family, we need a signed confidentiality release form from you first.

### 3. Who we are

We are social workers working for youth service providers. We are trained and experienced in working with children, young people and their families, as well as supporting parents with questions around parenting issues and family life. We don't offer childcare, tuition, home help or cleaning services.

## Parenting support

### 4. What we offer

Our main services are **family support** (§31 SGB VIII) and **individual support** for children and young people (§30 SGB VIII). In addition, we also offer group work for children and young people and various neighbourhood projects.

#### Family support (§31 SGB VIII)

This type of support is aimed at offering **parents assistance** with parenting questions and managing family life. The focus is on your role as parents and on your children. This takes place as regular consultation meetings with the family support worker.

#### Individual support for children and young people (§30 SGB VIII)

This type of support offers assistance to **one child** within your family. The support worker works directly with the child or young person on questions such as, (e.g. school attendance, conflicts with friends or family members, leisure activities, etc.). There are also regular consultation meetings with the parents in addition to the sessions with the child or young person.



## How it works

### 5. What happens when I receive family support services?

#### At the beginning

At the beginning there will be a case planning meeting at social services („Hilfepflichtgespräch“). In this case planning meeting you will be able to say which topics you need support with. You can name your parenting goals, e.g. *[“I would like to learn to set better boundaries for my children”]*.

At the meeting with social services („Jugendamt“) you will meet your prospective family support worker who will support you in meeting your goals. It is your decision whether you want to work with the suggested family support worker and feel comfortable with them. This is part of your rights (the right to choose „Wunsch- und Wahlrecht“, §5 SGB VIII).

#### When you receive family support

When you have been working with us for approx. 6-10 weeks, we will be writing up a plan with your help, setting out how you can meet your goals best. This is called „Arbeitsplan, -konzept“ and contains goals such as z.B. *[“my child is going to bed in a timely manner”]*.

In practice, we will be visiting you regularly in your home or meet up in our offices to offer you guidance and advice on how you and your children can meet your goals. If needed, we can accompany you to important meetings with school, nursery or medical professionals, etc.

#### How the services end

The social services department („Jugendamt“) decides whether you'll continue to receive family support services. The family support worker will prepare a final report for social services, which will be discussed with you before it is handed in.

## It's all about you!

### 6. You matter

If you receive parenting support, the focus is always on your and your children's goals. We support you with this. The responsibility for parenting your children lies with you. Family support services can only succeed if you contribute to the work.

If your child is deemed to be at risk, we support you in meeting the requirements given to you in the care plan.

At the end of the support period you should feel able to parent your children confidently yourself. If you experience a fresh crisis, you can of course always ask for support again at your local social services department („Jugendamt“)

### 7. If there are problems

- Initially, we will always try to deal with conflicts directly. Additionally, you can always contact the worker's regional manager (contact details overleaf)
- „Jugendwohnen im Kiez“ has a complaints officer, who will support you if there is a conflict with one of our workers.
- It goes without saying that you can always get in touch with your allocated social worker at social services.
- Finally, there is also an independent watchdog for complaints („Berliner Beratungs- und Ombudstelle“) you can contact ([www.bbo-jugend-hilfe.de](http://www.bbo-jugend-hilfe.de)).

### 8. Cost of family support services

Family support services are always free of charge for you! The local social services departments pay for this.