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JOB DESCRIPTION

Job Title: Family Support Worker
Directorate & Section/Unit: Early Help Family Support - Family Front Door service area.
Reporting to: Team Manager / Team Leader
Responsible for:
Salary Grade: Scale 6
DMA Management Level:
DMA Span of Control (Direct Reports):

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- ***Customer Focus*** **-** Ensure delivery of a high-quality service which meets the needs of customers
- ***Can Do Culture*** **-** Be proactive to achieve excellence, finding solutions and creative ways of working
- ***Freedom within Boundaries -*** Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

Joining the multi-disciplinary Families First team in our Family Help model, you will work as part of a multi-disciplinary team and lead on delivering 1:1 intervention.The aim of our intervention and support to a family is to help create the changes they need or to overcome the challenges they face with support so they can go on with their lives and be happy, achieving better outcomes for them and their family with a specific focus on preventing family breakdown (edge of care) and escalation of need and vulnerability to that of child protection.

To work with a caseload of complex families who require a multi-agency approach to provide comprehensive, pro-active and intensive support packages which promote, strengthen and develop the potential of families enabling them to live successfully in their community.

Use a Single Assessment and Plan to work in partnership with families and other agencies to identify the worries and strengths which are having an impact on the whole family.

As a result, completing the Single Assessment, develop, co-ordinate and where appropriate directly lead (lead professional) on working with children, young people and their families as part of their plan.

Working with families using the signs of safety model, actively seek to empower families to make positive sustained changes.

Work as part of the multi-agency team, including active participation in group supervision sessions, professional development and wider meetings.

Main Activities & Responsibilities:

- Act as Lead Professional to develop and sustain collaborative links with a range of agencies and practitioners alongside parents in order to co-ordinate and deliver bespoke support packages to children/young people and their families.

- Promote an assertive but supportive approach with families which engages families in identifying and implementing solutions and ensure that parents/carers and children/young people are able to participate fully in decisions that impact on their wellbeing.

- To plan and deliver direct work sessions to children, young people capturing their voices and experiences and that of their families.

- To participate in all the tasks needed for the preparation and delivery of services in line with Children's services requirements.

- To proactively engage with, according to identified local need, the most excluded groups such as fathers, young parents, lone parents, children in workless households, children in minority ethnic groups, disabled children and children of disabled parents.

- Acting as Lead Professional work with colleagues within Children's Services, Adult and Community Services, Schools and professionals within external agencies, to co-ordinate and deliver a bespoke support package which meets each families' needs.

- Work with lead professionals (key workers) from other services or agencies to co-ordinate and deliver a bespoke support package which meets each families' needs.

- Maintain clear and accurate records of work practice within established record keeping, information sharing and confidentiality polices; including recording and analysing information related to specific caseload.

- Lead an assertive but supportive approach with families/service users which engage families in identifying and implementing solutions.

- Provide support and guidance to families on issues such as managing a tenancy, welfare benefits, budgeting, parenting and life skills, education, training and employment. This may include early morning, evening and weekend work.

- To contribute to the safeguarding of children and young people.

- To remain abreast and informed of current thinking in relation to professional conduct and practice.

- Contribute to the monitoring requirements and evidencing positive outcomes for families

- To promote equal opportunity, anti-discriminatory and anti-oppressive policies and practices.

- To attend team around the family meeting, including Child Protection Conferences, Planning and Review meetings

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the role and practice, participate in appropriate training activities and encourage and support colleagues and your team in their development and training.

- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job

- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy

- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.

- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).

- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks. *****

- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

- Ensure you work in line with the policies and procedures of Worcestershire County Council

Contacts:

In all contacts the post holder will be required to present a good image of the Council, and Worcestershire Children's services as well as maintaining constructive relationships.

Internal: Elected Members, Director, Assistant Directors, Group Managers, Practice Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Support and other school-based staff.

External: NHS, Clinical Commissioning Groups, Healthcare Professionals, Educational Settings, Suppliers, Statutory and Voluntary Organisations, service users, clients, customers, parents, pupils,

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: Judy Mayo, Group Manager

Date: updated February 2025
Date of grading confirmation: February 2025

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PERSON SPECIFICATION

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Responsible for:
Salary Grade: Scale 6
DMA Management Level:
DMA Span of Control (Direct Reports):

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Significant experience of direct work with children/young people and/or families within the field of education, social care and welfare
- Significant experience of carrying out risk and needs assessments and the development of action plans
- Demonstrable experience of report writing, such as case recording and/or individual educational plans
- Significant experience of child development and learning and/or issues affecting young people/families
- A comprehensive understanding of family functioning
- Experience of using the Framework for Assessment
- Working knowledge of Children Act 1989/2004
- Significant experience of working collaboratively with other agencies from all sectors
- Detailed knowledge of Safeguarding procedures and policies
- Significant experience of maintaining written records and observing confidentiality of service users
- Knowledge and understanding of the range of interventions that are effective in working with families
- Demonstrable experience of working assertively and in partnership with children/young people and families
- The ability to analyse and assess a child/young person/family situation and intervene appropriately, worked as part of a team and used own initiative when required
- Ability to recognise own limitations in situations where specialised skills are required
- Ability to deal with sensitive and personal issues in a confidential manner
- Ability to motivate self and others to achieve change
- Ability to communicate effectively with children and families in individual and group settings, including those families traditionally considered hard to engage
- Able to recognise risk and protective factors in work with families and work from a resiliency perspective
- Ability to organise and prioritise workload and manage conflicting demands
- Good ICT skills in Microsoft Office applications (Word, Office, Explorer)

It is **desirable** that the post holder has:

- Knowledge of a range of issues and services including mental health, substance misuse, learning and physical disability, domestic abuse, youth justice, housing, benefits and education support services

- Experience of delivering individual or group-based support
- Experience of delivery of evidence-based parenting programmes
- Experience of using a solution focused approach
- Experience of supporting families within their home environment on an outreach basis.
- Working knowledge of social care practice and experience of contributing to child in need/child protection assessments
- Basic counselling skills

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Qualification or demonstrable relevant experience at level 3 (e.g., NVQ) in Health and Social Care or other relevant discipline
- Evidence of continuing professional development

It is **desirable** that the post holder has:

- First aid at work qualification.
- Training and/or awareness of anti-oppressive practices.
- Undergone training in Health & Safety
- Undergone training in delivering evidence-based parenting programmes

ADDITIONAL INFORMATION

It is **essential** that the post holder is/has:

- Able to travel independently punctually within work area
- Willingness to participate in flexible working arrangements as and when required
- Positive and flexible approach to duties
- Able to appropriately challenge areas that need improvement and the ability to confidently raise areas of concerns with managers and stakeholders in a manner that encourages co-operation
- A commitment to equality and diversity with colleagues and work with families that is observable in behaviour and attitudes

Author: Judy Mayo Date: February 2025