

JOB DESCRIPTION

Job Title: Family Time Team Coordinator
Directorate & Section/Unit: Children's Services
Reporting to: Group Manager
Supervisory Responsibility for: Family Time Workers
Salary Grade: SO2
DMA Management Level: Level 1 S
DMA Span of Control (Direct Reports): 14 FTE

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:

- The Post Holder will oversee the delivery of family time services for children and young people who are open to Worcestershire Childrens Services, or who are the subject of an Adoption or Special Guardian Support Plan.
- To take on a supervisory and consultative role, based on developing skill, experience and expertise in delivery of Family Time.
- To advise in the development of areas of professional practice and contribute to delivery of Support Services and Safeguarding Services.
- To apply and provide governance on the Children Act (1989 and 2004) including its key principles and application, Childcare Act 2006,
- To take responsibility for the management and supervision of Family Time Workers' workload including the allocation of caseload and to ensure families receive good quality service.
- To ensure Family Time Plans and Family Time Risk Assessments are child and outcome focused.

Main Activities & Responsibilities:

- To manage all referrals through LCS (Children's services IT system) and provide rationale and signposting to Social Workers and Team Managers where referrals are not accepted.
- To provide leadership to Family Time Worker staff, including their recruitment, induction, professional development and performance management in line with Worcestershire County Council guidelines.

- Provide support to staff undertaking family time sessions outside of the core working hours ensuring their safety is prioritised and safeguarding decisions are escalated appropriately 8am – 8pm
- To work alongside Worcestershire County Council customer relations department to respond to complaints from Partners and family members. To address and ensure any learning from this feedback implemented.
- To maintain accurate and up to date records such as casefiles and supervision records.
- Hold responsibility for the performance Dashboard for the designated area, ensuring tasks/episodes are completed in line with Practice Standards
- Manage time effectively, prioritising safeguarding concerns and tasks which have fixed timescales attached.
- To ensure that all support, risk assessment and contact sessions operate to high standards and within statutory requirements.
- To ensure family time plans are developed with children, young people, their families, and ensure available resources are utilised to meet assessed needs of children and young people.
- To support, as requested, the strategic planning of service and policy development which responds to assessed need. To contribute to key service and strategic plans were requested.
- To work with children's service managers to ensure that innovative solutions are sought to support improvements and respond to changing needs and challenges.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff 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
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- 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.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- This post is politically restricted under the terms of the Local Government and Housing Act 1989
- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
- 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: Maria White

Date: May 2025
Date of grading confirmation: 13 May 2025

PERSON SPECIFICATION

Job Title: Family Time Coordinator
Directorate & Section/Unit: Children's Services
Salary Grade: S02

EXPERIENCE:

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

- Substantial experience of working with children and families in a family support role.
- Considerable experience of working effectively with children, young people and their families, who are assessed as having very complex needs.
- Experience of mentoring, advising and coaching of staff leading to improvements in their practice.
- Considerable experience achieving improved outcomes for children and their families.

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

- Demonstrable experience of successfully managing projects.
- Experience of budget and resource monitoring.

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Detailed knowledge of relevant legislation and practice guidance.
- Knowledge of the principles of assessment, planning and review.
- Ability to mentor, advise and coach staff.
- Ability to represent and contribute to the development of the children and family profession as part of Children's Social Care.
- Ability to lead on specific projects.
- Ability to communicate effectively.
- Ability to work effectively within a multi-disciplinary and inter-agency setting.
- Ability to produce clear and precise reports.
- Ability to use IT systems and communications tools.

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

- Ability to work with partner agencies as part of 'Team Around Family'.
- Knowledge of theories relating to development, training, and management of change - including researching and cascading of training to others.
- Ability to use research to develop and inform practice.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- Candidates who are qualified to NVQ 5 or equivalent compensatory experience.

ADDITIONAL INFORMATION:

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

- Demonstrably child/young person centric, outward-looking and outcome focused.
- Commitment to evidence-based practice.
- Ability to travel throughout the County.

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