A close up of a logo

Description automatically generated

# JOB DESCRIPTION

**Job Title:** Outreach Support Worker

**Directorate & Section/Unit:** Families First, Family Front Door service area.

**Reporting to:** Team Manager / Team Leader

**Responsible for:** N/A

**Salary Grade:** Scale 6

**DMA Management Level:** N/A

**DMA Span of Control (Direct Reports):** N/A

## 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 meet 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 evidence based 1:1 intervention and support to children, young people and their families.

The aim of our intervention and support is to help facilitate the changes they need or to overcome crisis or adverse challenges whilst achieving positive outcomes for them and their family, with a specific focus on preventing family breakdown (edge of care) or escalation to Child Protection.

We have a “whole family” approach so you will need to be able to work with internal colleagues and partner agencies, which may be as the Lead Professional or as part of the Families First multi-disciplinary team.

## Main Activities & Responsibilities:

* Creating and participating in tailored support packages, in crisis and within planned intervention to meet the needs of children, young people and families to ensure stability and prevent breakdown within the family home
* Forming relationships with children, young people and families, which will facilitate the positive family care, support and assessment process, encouraging them to participate fully in opportunities to enable their development and to keep families together.
* Support planned work individually and in groups to support children/young people and families who are experiencing a range of complex difficulties for example Children and Young People who are at risk of Child Sexual Exploitation, county lines, trafficking or grooming.
* To support children/young people in pursuing appropriate education, training and employment to promote their social inclusion, monitoring their participation
* To build up knowledge and understanding of local resources and community and statutory services, including Mental Health Teams, Social Services, Health, CAMHS, Schools and voluntary services, and communicate effectively with them in the best interests of the child and family.
* Liaising with relatives, other significant people and outside agencies.
* Liaise with and work creatively with colleagues within Children’s Services, Adult and Community Services and professionals within external agencies, as agreed within plans for children and in the development of services.
* Keep written records and produce reports as requested in accordance with departmental policies and procedures.
* Participating and contributing to the formal assessment, planning and review process, providing oral and written contributions and reports where appropriate.
* Ensure that Children, Young People and families are as fully involved as possible in decisions which affect them.
* Maintain confidentiality and share information in within the GDPR and best practice principals of information sharing to promote the welfare or children and protect them from harm.
* Be able to work with and support Children, Young People, and Families across the county and occasionally outside Worcestershire.
* Be responsible and accountable for efficient mobile and flexible working across the county.

## 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, 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.

## Contacts:

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

Internal: Elected Members, 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:

* Intensive and crisis support will be offered 8am to 8pm, Monday to Saturday. Occasional extensions may be required to see through any crisis.
* 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: Kevin Bryan Date: 30/03/2023

Date of grading confirmation: 11th January 2019

A close up of a logo

Description automatically generated

# PERSON SPECIFICATION

**Job Title:** Outreach Support Worker

**Directorate & Section/Unit:** Families First, Family Front Door service area.

**Salary Grade:** Scale 6

## EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

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

* Demonstrable experience of working with vulnerable young people
* Experience of working with confidential data and due regard for data protection laws
* Considerable experience of working with children and/or young adults in a residential setting and/or outreach/family support role
* Considerable experience of multi-agency working and building effective working relationships which lead to successful outcomes for young people

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

* Demonstrable experience of working with children and/or young people in a family-based/community setting

## KNOWLEDGE, SKILLS AND ABILITIES:

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

* Ability to build effective relationships and work directly with children, young people, and families
* Ability to work positively within a change environment maintaining child centred practice
* Ability to understand and work with young people who have complex needs
* To safeguard and promote the interests of young people and challenge inappropriate behaviours and practices
* The ability to be ambitious for young people, helping them achieve their goals and optimise their potential
* The ability to help young people gain self-control by challenging unacceptable behaviour and rewarding acceptable, pro-social conduct
* The ability to work as part of a wider team, collaborate and professional problem solve
* Sets and maintains the highest standards in professional relationships and boundaries
* Strong and effective communication skills
* The ability to be resilient and work under pressure
* Be able to provide emotional support at times of difficulty or stress
* Ability to engage and communicate effectively with families and other agencies
* Good IT skills, including Microsoft Office
* Working knowledge of Signs of Safety or Brief Solution Focused Therapy
* Working knowledge of de-escalation and physical intervention
* Strong and effective communication skills
* Ability to engage and communicate effectively with families and other agencies Knowledge of the effective use of Plans
* Working knowledge of child development, the effects of trauma, abuse, neglect, separation, and loss
* Knowledge of relevant Child Care legislation
* Knowledge of Health and Safety legislation

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

Not applicable

## QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

* A level 3 qualification in Children/Young People or equivalent or

An ability and willingness to undertake Level 3 Diploma in Children and Young People's workforce and will subsequently achieve the qualification within 15 months from commencing the course in their own time.

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

Not applicable

## ADDITIONAL INFORMATION

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

* The ability to travel countywide including to places **without** public transport

Author: Kevin Bryan Date: 10/03/2023