**INNOVATIONS JOB DESCRIPTION INSERT**

**OUR VISION AND THE PLANNED PROCESS OF CHANGE IN ORDER TO ACHIEVE THIS**

***All partners will work together to empower families and communities using the minimum necessary statutory intervention.***

***We will work to minimise need by offering effective preventative services, identifying need early and offering practical support. Where a child's wellbeing or safety is compromised, we will act swiftly to ensure safeguards are in place, including use of legal powers where necessary.***

**Where are we now?**

 Too many children in receipt of high cost statutory services.

 Services remain reactive and are often offered too late

 Too high a prevalence of children experiencing chronic neglect (63% of children subject to a child protection plan in Durham in 2013/14) which should be identified and supported earlier.

 Too many families receive specialist support without a sustainable long term plan to help to maintain improvements leading to high numbers of re-referrals.

 Families experience a number of changes of worker/lead professional.

 Cases are escalated unnecessarily into social care due to the lack of social work expertise within early help services.

**Planned Changes to Local System**

 Implement 10 multi skilled, integrated social work led teams.

 Identify one local area for first stage of implementation. Develop and amend procedures to fit the new model of service delivery.

 Amend IT systems to ensure they are fit for purpose.

 Marketing and publicity campaign for families and professionals.

 Build on systems of service user feedback.

 Development of evidence based practice tools and outcome framework for countywide implementation.

 Develop a multi-agency outcomes framework to measure change for children.

**Planned Changes to Frontline Practice**

 Implement work force development plan including coaching and mentoring and with a focus on front line managers.

 Use of restorative, solution focused mediation processes and family group conferencing.

 Improved information sharing. 3rd sector services integrated with our service offer.

 Whole family assessment

 Practical hands on work from Social Workers.

 Improved relationships with families.

 Agreements with each family with goal orientated plans

 Greater opportunities for reflective practice with Social Work consultants and mentoring.

 More manageable caseloads for social workers.

**How will we know we are having an Impact?**

 Fewer LAC.

 There will be a reduction in re-referrals.

 Improved outcomes including, for example, school attendance, parenting skills.

 Greater proportion of families will have an identified worker who will remain constant regardless of level of need.

 Service user feedback will indicate that families are fully involved in their plans.

 A greater proportion of families will be engaged with the voluntary and community sector when they exit specialist social work services.

**Changes Needed to Local Practice**

 Every team will work to a Think Family model of service delivery and will deliver evidence &

meaningful support based interventions.

 Every team will have a mix of social workers, think family practitioners, staff with remit around

‘economic wellbeing’, housing, social work consultative model and expertise to support high quality case work.

 Every team will have clear referral pathways into local voluntary and community sector services who can deliver long term sustainable support to families when they are no longer in need of specialist or targeted interventions.

**The Overall Impact of the Changes Will Be**

 More children receiving early help before reaching a safeguarding threshold and therefore not experiencing significant harm leading to lower numbers of referrals into social work teams and improved long term outcomes for children.

 A smaller number of children subject to a child protection plan for neglect (reduction of 20%)

i.e. to 48% neglect.

 Less children becoming Looked After due to the provision of different social work interventions for families to enable them to keep children safely at home (a reduction on

20%).

 Improved rates of families receiving long term sustainable community based support through voluntary and community sector which will support the reduction in re referral rates and reduce numbers of re registrations. Broader outcomes for families will improve as well as those related to parenting capacity including educational attendance; financial literacy; employment and training.

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| **1.** | **POST TITLE:** | **Specialist Lead Professional** |
| **2.** | **POST NUMBER:** |  |
| **3.** | **GRADE:** | **Grade 9**  **Job Evaluation Ref: N9111** |
| **4.** | **LOCATION:** | An approved team location |

**5. RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is

applicable to this post

**Disclosure & Barring Service** Subject to enhanced DBS disclosure.

**6. ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Innovations Team Manager.

**7. DESCRIPTION OF ROLE:**

The post holder will be based in a multi skilled, social work led, integrated team working with families who have experienced a range of factors, including parental substance misuse, domestic abuse, poor parental mental health, crime and/or anti-social behaviour and worklessness.

The Specialist Lead Professional will be responsible for a caseload of families who are in need of early help and are facing multiple and complex needs at level 3 on Durham’s continuum of need. The post holder will carry out proportionate, single whole family assessments, plan and deliver interventions, monitor and review outcomes to enable these families to make significant and sustainable changes that will impact positively upon themselves and their children.

The Specialist Lead Professional will also provide advice and guidance to other team members

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| **8.**  Lis | ted   | **DUTIES AND RESPONSIBILITIES  *SPECIFIC* TO THIS POST:**  below are the responsibilities this role will be primarily responsible for:  Acting as Lead Professional for children, young people and their families in need of early help |
|  |  | facing a range of multiple and complex needs; |
|  |  | Balancing a caseload and ensuring that all assessments, plans, reviews and reports are carried out within legislative and departmental timescales |
|  |  | Escalate complex and contentious care management issues so that positive and timely action can be taken to address risk and meet need |
|  |  | Completion of proportionate whole family single assessments in partnership with families;  analyse need and risk within timescales |
|  |  | Developing outcome focussed care plans using solution focussed, strength based methods, in partnership with children, young people and their families/carers within timescales and empower families to make long term sustained change |
|  |  | Ensuring that accurate records are maintained in a timely way according to procedure which reflect direct work with families and decision making |
|  |  | Preparing and presenting reports where appropriate; |
|  |  | Working effectively and creatively with colleagues within the County Council and partner agencies from the statutory, voluntary and independent sector |
|  |  | Developing and delivering planned interventions with a clear focus on SMART outcomes in order to meet needs and improve outcomes for children, young people, their carers and families who are in need of support; |
|  |  | Chairing multi agency meetings and coordinate multi agency responses to families’ needs |
|  |  | Evaluating the progress of children, young people and their families against the agreed plan and monitor their changing needs; evaluate the impact and effectiveness of agreed actions and services, taking full account of service user views, and agree amended plans as and when necessary; |
|  |  | Direct work with children and young people and to understand what life is like for them |
|  |  | Provision of support and to intervene to address issues such as domestic abuse, parental substance misuse and parenting support to mothers, fathers, children and young people; |
|  |  | Work with parents and families to develop confidence to engage with services and other support from the statutory, voluntary and the independent sector; |
|  |  | Making and maintaining high quality and appropriate professional relationships with children and their families that enable positive change to take place; |
|  |  | Working with parents to enable them to identify, acknowledge and meet their own and their  children’s needs, develop life skills, make and sustain effective change and reduce vulnerability; |
|  |  | Ensuring that children, young people, and their families views are at the centre of the service and promote their participation in all aspects of service delivery; |
|  |  | Enhancing parents’ understanding of their responsibilities for their children’s safety and well- being; |

 Acting as an effective role model to other colleagues in the team and to external partners and stakeholders;

 Participation in service developments designed to maximise children and young people’s engagement, promote the quality of services and improve outcomes for children and young people;

 Working flexibly to meet the needs of children and their families which may include the need for some weekend working

The above outlines the duties required at the time of writing but this is not a comprehensive or exclusive list and duties may be varied from time to time. This does not change the general character of the post or the level of responsibility entailed.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of**  **Assessment** |
| **Qualification** | Professional qualification in a relevant field such as Health,  Social Care, Education, Housing etc. (BA Hons SW, Degree in social work or equivalent social work qualification, i.e. CQSW, CSS or Dip SW with GSCC registration, RN or Registered Nurse Learning Disabilities (RNLD), Qualified Teacher Status, or equivalent)  OR  Degree Qualification in relevant subject | A staff development qualification e.g. an NVQ  assessor, Practice Teaching, Coaching, Mentoring, Cert. Ed etc.  Post qualifying training relevant to a particular specialism (e.g. Post Qualification Award (PQ1), Post Registration Development qualification or equivalent) in substance misuse, domestic abuse, disability, parenting (not exclusive) | Application form  Selection Process Pre-  employment checks |
| **Experience** |  Recent and substantial experience of direct work with families in the community who have complex needs and  who access support or safeguarding arrangements;   Experience of acting as a Lead Professional coordinating and delivering on specific plans;   Experience of operating in a multi-disciplinary environment;   Experience of delivering planned interventions using evidence-based practice leading to improved outcomes;   Experience of partnership working to achieve desired results;   Experience of responding effectively to safeguarding issues and concerns;   Experience of working with a range of professionals, external partner agencies and service providers. |  Experience of coaching or mentoring staff   Experience of solution focussed, strength based, motivational methods of assessment and intervention   Experience of working in an integrated team | Application form  Selection Process Pre-  employment checks |

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| **Skills /**  **Knowledge** |  Knowledge and understanding of early intervention and prevention, the Think family agenda and of safeguarding  issues;   Up to date knowledge of either relevant Children’s  legislation, regulations and guidance, particularly in relation to services for children in need of early interventions or of  legislation and practice relating to adults e.g. community care act, safeguarding adults, mental health act, mental  capacity act;   Knowledge of a wide range of services and resources provided in the statutory, voluntary and independent  sectors;   Ability to engage and develop effective working relationships with adults, children and young people; and  other practitioners.   Inter-personal skills – able to work in an assertive but supportive manner and to work effectively as part of a team and in partnership with a wide range of external agencies.   Ability to work to deadlines and set and deliver targets;   Ability to undertake comprehensive needs and risk assessment; develop and implement effective care plans  with service users.   Ability to motivate colleagues of the team in achieving high practice standards in line with service and government  targets.   Ability to communicate effectively, both verbally and in writing.   Ability to analyse and evaluate information.   Integrated multi agency working processes and practices for safeguarding children, young people and vulnerable adults;   Understand information sharing, consent and confidentiality   Problem solving skills – ability to be innovative and find creative solutions to implement change;   Understand a range of evidence based programmes and interventions, and to put theory into practice. |  | Application form  Selection Process Pre-  employment checks |

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|  |  Father inclusive practice;   Ability to work to own initiative, to organise workload, prioritise, achieve deadlines and work under pressure.   Negotiation and mediation skills;   To be able to demonstrate at all times the requirement to focus on the needs of the child and family;   The ability to reflect and evaluate to improve working practice;   Information Technology skills.   Commitment to continuous professional development. |  |  |
| **Personal**  **Qualities** |  Commitment and enthusiasm to achieving positive long term outcomes and promoting the welfare and safety of  children and young people.   Positive and innovative approach to working with children, young people and their families   Anti-discriminatory and anti-oppressive practice and non- judgemental stance   Able to work well under pressure and on own initiative, whilst accepting delegated responsibility.   Able to persist and cope with failure/rejection by service users and find new ways of engaging.   Willingness to share skills and knowledge with others   Good team player   Open, honest and assertive manner  Empathy and positive regard   The ability to work flexibly to meet the needs of the Service;   Understanding of confidentiality;   Sense of humour   Empathy and positive regard;   Warm, respectful and sensitive;   Reliable;   Positive approach to change management   Capable of independent travel to meet the requirements of the post |  | Application form  Selection Process Pre-  employment checks |