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| **1.** | **POST TITLE:** | **Key Worker** |
| **2.** | **POST NUMBER:** |  |
| **3.** | **GRADE:** | **Grade 9**  Job Evaluation Ref No. JE ref is N9111 |
| **4.** | **LOCATION:** | Any OPS Targeted Family Support Team location across County Durham |
| **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 One Point Service Team Manager – Targeted Family Support Team

**7. DESCRIPTION OF ROLE:**

The post holder will be based in a multi skilled 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 Key Worker 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 Key Worker will also provide advice and guidance to Family Workers.

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| **8.** |  | **DUTIES AND RESPONSIBILITIES  *SPECIFIC* TO THIS POST:**  Listed 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 One Point Operating Procedures. |
|  |  | * Escalate complex and contentious care management issues so that positive and timely action can be taken to address risk and meet need |
|  |  | * Co-ordinate the undertaking of proportionate whole family multi agency single assessments in partnership with families and key partner organisations; analyse need and risk within timescales |
|  |  | * Co construct outcome focused family plans using solution focused, 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 including Community Family hubs |
|  |  | * To participate in and adhere to Safeguarding procedure as defined by the Local Children’s Safeguarding Boards Policy and Procedures; |
|  |  | * 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 Team around the Family meetings and coordinate a single multi agency responses to families’ needs |
|  |  | Work with the family and agencies to agree shared ownership, responsibilities, and the sequencing co – ordination of the support available to deliver time limited objectives  * The co-ordination of evidence based parenting programmes and interventions |
|  |  | * Direct work with children and young people and to understand what life is like for them |
|  |  | * Provision of support and co – ordination of interventions to intervene to address issues such as domestic abuse, 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; |
|  |  | * Develop a range of approaches to engage and build an effective working relationships with parents and families; |
|  |  | * Enhancing parents’ understanding of their responsibilities for their children’s safety and well- being * 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: Key Worker**

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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 focused, 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 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;   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 |