

**Job Description**

**Job Title: Early Help Worker (Return Home Interviews)**

**Salary Grade:** Grade 5

**SCP:** 17 - 22

**Job Family:** People Care

**Job Profile:** PC 3

**Directorate:** Early Help

**Job Ref No:**

**Work Environment:** Office, agile and outreach

**Reports to:** Early Help Senior Practitioner (Youth Offending)

**Number of Reports:** None

Your normal place of work will be at the 176 High Street West, but you may be required to work at any Company recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

**Purpose:**

To conduct Return Home Interviews with young people who have been reported missing from home or care.

To work directly with children, young people and families in the home and in community settings to deliver early help (youth diversion) support and interventions.

To improve outcomes for vulnerable children, young people and their families specifically in relation to the Company’s Key Performance Indicators and Troubled Families targets.

**Key Responsibilities for Early Help Family Support (see below for specific Return Home Interview focus)**

* Carry a case-load of children, young people and their families and co-ordinate a team around that family as Early Help Co-ordinator. These cases will be of significant complexity and the majority will “step down” from CIN or CP for a period of at least 12 weeks of early help support. Some cases will be cases stepped up from the universal services where little or no progress is being made or where issues have become more complex and a fresh, more intensive approach is needed.
* Undertake outreach work, providing support for families and children in need, including home visiting, coordinating work as part of the team around the child.
* Use the operating system and early help processes to assess, plan and review early help activity with each case.
* Monitor the progress of all plans, review progress and adjust plans as needed; ensure all information is available for Troubled Families returns and claims. Increase the number of Troubled Families claims due to ‘significant and sustained progress.’
* Liaise with colleagues in the Early Help Advice and Allocations Team when considering “step up” processes and when considering “stepping down” to the universal services.
* Deliver evidence-based child development programmes.
* Deliver evidence-based parenting support programmes.
* Deliver learning and behaviour support.
* Deliver health interventions, such as smoking cessation and C Card, where appropriate.
* Work with young people to avoid them becoming NEET.
* Work with colleagues in the Youth Justice Service to prevent young people re-offending.
* Share with any day-care setting, school or training provider your knowledge and understanding of the developmental stages of the children and young people you support.
* Provide and implement appropriate induction for families into health, family support, social care and education opportunities; sign-post families to support available through the universal services.

**Return Home Interview focus:**

* Work flexibly across seven days including evenings, weekends and Bank Holidays to conduct Return Home Interviews (RHI) with young people who have been reported missing from home or care.
* Meet the contractual requirements, including the specified time-scales, of the internal commission to deliver the statutory function to offer an RHI to young people who have been reported missing. This will include as a minimum: face to face meetings with young people and their families, the completion of the required paperwork and the required associated reporting.
* Find creative ways to engage young people who are reluctant to participate in an RHI. This might include, but is not limited to, the use of social media and digital communication methods.
* Engage young people, particularly the hard to reach, to support and facilitate the changes necessary to prevent further missing episodes.
* Encourage all young people who go missing to sign up to the Mind of My Own app.
* Make referrals to or signpost young people to other services within the Early Help Directorate, or in the VCS sector. This might include, but is not limited to, YDAP, YOS prevention, support groups, sexual health services, MSET, Careers/NEET support and community activities.
* To engage in evening and weekend work as required to meet the needs of service users and service provision. A seven day a week response to support children and young people will be required across the service.

**\*** *NB: any additional out of hours* ***statutory*** *work will attract an additional payment for hours worked over and above the 37 hour standard contractual obligation.*

**Safeguarding and Child Protection**

* Maintain close links with a child/family’s former social worker when working a case that has been stepped down to ensure safe transition to early help or targeted youth services and then to the universal services.
* Ensure accurate, timely recordings on the child’s individual file, analysing and reflecting on the child’s progress.
* Maintain a chronology of all significant events for children and young people on plans.
* Follow Child Protection Procedures and liaise with the team around the child / care groups.
* Develop professional, honest relationships with parents and children.
* Contribute to the targets to reduce the number of cared for children, children on child protection plans, children on child in need plans and first-time entrants into the youth justice system.

**Training**

* Be part of the team delivering multi-agency training about early help and exploitation/missing, the thresholds, neglect and other aspects of support for children, young people and families.
* Be a source of advice to colleagues and partners about early help and exploitation/missing, their roles and responsibilities and support them to deliver effective early help in line with those agreed responsibilities.

**Company Contribution**

* Support the Company and its partners during any relevant inspection, including Ofsted and Youth Offending inspections, providing such performance data, documents and analyses as are requested. You will contribute to the Self-Assessment and other preparatory activities in respect of Early Help and Youth Offending.
* Promote the work of the Early Help Directorate among partners, celebrating success and encouraging improvements in service provision at all levels.
* Attend such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer.

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information, and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;

Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

**Person Specification**

**Job Title:** Early Help Worker (Return Home Interviews)

**Role Profile reference:** PC3

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| **Essential Requirements**  |
| **Qualifications:*** Level 3 or higher qualification in an appropriate discipline.
* Level 2 English (Grade C GCSE or equivalent)
* Level 2 mathematics (Grade C GCSE or equivalent)
* At least one accredited parenting, counselling, play therapy, mental health, domestic abuse or other relevant family intervention training qualification
* Must have access to a car and have a full UK driving licence; this includes the ability to conduct return home interviews out of borough
 | Application Form/Interview |
| **Significant experience of:*** Working with children, young people and their families, particularly adolescents
* Working in a challenging and pressured environment
* Multi-agency, inter-disciplinary working
* Co-ordinating family support meetings (or equivalent, such as Teams Around the Family)
 | Application Form / Interview |
| **Knowledge and understanding of:*** The problems faced by children, young people and their families nationally, regionally and locally
* The legal framework pertaining to safeguarding and child protection
* The Troubled Families programme
* SEND Code of Practice
 | Application Form / Interview |
| **Ability to:*** Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding
* Engage in meaningful professional relationships with children, young people and their families
* Communicate effectively with young people including those reluctant to engage
* Make observations during planned work with children, young people and their families and to keep accurate recordings of these
* Assess, plan, review and measure progress towards agreed outcomes for children, young people and their families
* Work flexibly and on own initiative
* Make decisions and problem-solve
* Recognise and respond appropriately to risk
* Respond professionally to high levels of challenge
* Offer support and guidance to team members when required
* Prioritise or reprioritise workload, meet stringent deadlines and targets and work to national standards
 | Application Form / Interview |

 **Author**: Karen Davison

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