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| **Job Description** | |
| **Post title** | Key Worker |
| **JE Reference No** | N9111 |
| **Grade** | Grade 9 |
| **Service** | Children and Young People’s Service |
| **Service Area** | Early Help Inc & Vnble Children, One Point & Think Family Service |
| **Reporting to** | The postholder will report to the One Point Team Manager. |
| **Location** | Your normal place of work will be any One Point Hub, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | Subject to service needs, this post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **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. The post holder will carry out whole family assessment and work with family to develop a child and family 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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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily accountable for:

* Acting as Lead Professional for children, young people and their families that are in need of early help and 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 Operation Procedures
* Escalating complex and contentious care management issues so that positive and timely action can be taken to address risk and meet need
* Co-ordinating the undertaking of proportionate whole family, multi-agency, single assessments in partnership with families and key partner organisations, analysing need and risk within timescales
* Co-constructing outcome focussed family plans using solution focused, strength-based methods in partnership with children, young people and their families/carers; all within timescales and empowering families to make long-term, sustained change
* Ensuring that accurate records are maintained in a timely way and according to procedure, which reflects 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 procedures 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 co-ordinating a single, multi-use agency response to families’ needs
* Working 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
* Directly working with children and young people to understand what life is like for them
* Provision of support and co-ordination of interventions to intervene and address issues such as domestic abuse, substance misuse and parenting support to mothers, fathers, children and young people
* Working with parents and families to develop confidence to engage with services and other support from statutory, voluntary and 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

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * 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. a 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. |
| 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. |
| 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, 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. |  |
| 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 practise 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 * Warm, respectful and sensitive * Reliable * Positive approach to change management * Capable of independent travel to meet the requirements of the post. |  |