

# Role Profile – Family Intervention Worker

## INFORMATION ABOUT THE ROLE:

<b>Group:</b>	Children's Social Care and Lifelong Learning
<b>Service:</b>	Early Help Service, Targeted Family Support
<b>Location:</b>	Civic Centre
<b>Line Manager:</b>	Assistant Team Manager
<b>Car User Status:</b>	Casual

**Salary SCP:** Grade H (SCP 25 – 28) £33,945 - £36,648

## WHAT WE WANT YOU TO DO.....

- To provide a frontline support service to Gateshead families through a combination of direct intervention and co-ordination of services as part of the Team Around the Family (TAF) process in a whole-family approach.
- To lead and contribute to the Team Around the Family (TAF) process and to contribute to other multi-agency forums in relation to family casework, including Strategy and ICPC meetings.
- To identify and manage risk in accordance with agreed child protection procedures.
- To maintain appropriate records on the social care database and adhere to national and LA guidance on confidentiality and information-sharing.
- To provide evidence on the impact of intervention with families as part of the national Supporting Families programme.
- To work within a flexible framework which will include evening, early morning and weekend working where appropriate.
- To undertake the Early Help Assessment (EHA) and other supporting assessments in partnership with families and professionals to develop a multi-agency support plan.
- To provide high quality advice, support and advocacy services to families with dependent children using a whole-family approach.
- To facilitate and evaluate group parenting programmes and/or parenting interventions in a range of community and domestic settings with parents and carers of all ages and abilities.
- To maintain high professional standards and a commitment to developing knowledge and skills which reflect best practice in the family support sector.
- To participate in and contribute to Ofsted and other inspections of Local Authority and partner services where relevant.
- Such other responsibilities allocated which are appropriate to the grade of the post.



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## WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

### THE KNOWLEDGE

- Child development.
- Relevant legislation in the child/family support field.
- Safeguarding thresholds and procedures.
- Issues that affect vulnerable children and their families.
- Secure use, storage and transfer of confidential information.
- Importance of maintaining professional boundaries.
- Equal opportunities, anti-oppressive practice and the impact of discrimination.
- Understanding of parenting and relationship programmes – approaches, evidence and impact.
- Aims and objectives of the national Supporting Families Programme.
- Childcare and education systems.
- Housing and benefits systems.

### THE QUALIFICATIONS

Level 3 qualification (or equivalent) in a family support related discipline – early years, youth work, youth justice, social work, housing support, etc.

### THE EXPERIENCE

- Significant demonstrable experience of working with children and families at risk or in need, managing cases and/or offering direct interventions.
- Working in partnership with a wide range of professionals to develop multi-agency support plans.
- Facilitating groups and leading multi-agency meetings.
- Use of assessment tools with families.
- Good communication skills, both written and verbal, including report-writing and presentation skills.
- Prioritising and organising workload, adhering to service timescales and providing a timely, responsive service to families.
- Working on own initiative and adherence to safe lone working practices.
- Using a case recording system or database.
- Using Microsoft Office and Outlook packages.



## OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

### **CUSTOMER FOCUSED**

Puts the customer first and provides excellent service to both internal and external customers.

### **GREAT AT COMMUNICATION**

Uses appropriate methods to express information in a clear and concise way to make sure people understand.

### **TEAM PLAYER**

Works with others to achieve results and develop good working relationships.

### **MAKE THINGS HAPPEN**

Takes responsibility for personal organisation and achieving results.

### **FLEXIBLE**

Adapts to change and works effectively in a variety of situations.

### **LEARN AND DEVELOP**

Actively improves by developing and applying new skills and knowledge and learns from past experiences.

