



JOB DESCRIPTION

Division / Department

JOB TITLE:	Family Support Worker
DIVISION:	Children's and Families
GRADE:	Band 7-9
RESPONSIBLE TO:	Family Support Team Leader
POST REFERENCE:	108086

Purpose of Post

- To provide highly engaging, relevant and innovative support to children and young people with disabilities and provide them and their families with short break respite in a variety of settings such as, youth groups and 1:1 work within the community.

Key Relationships

All staff will be expected to promote team working within their particular staff group/service and also across the Department as a whole, with corporate colleagues, with staff from other agencies and representative groups and working with elected members as appropriate.

Additionally, key relationships for this post will be:-

- Social Care
- Schools/Education Providers
- Statutory and Independent agencies involved in the provision of services to children, young people and families.
- Independent reviewing officers
- Exmoor Grove Short break care unit

Main Duties and Responsibilities

- Assess, review and monitor all families identified by the Team Manager, Assistant Team Manager and Social Worker as requiring support and an intervention, ensuring that all information is recorded on the relevant Management Information System.
- Produce a detailed plan of intervention encompassing a whole family approach, with clear outcomes/evaluation and next steps.
- Ensure relevant referrals are made to appropriate agencies as and when required and following discussion with the relevant Manager, ATM and/or SW
- To work effectively with children, young people and their families and ensure that their views are taken into account throughout any intervention
- Deliver a quality Service for all children, young people and families.
- Adopt a multi-agency approach to the gathering and exchanging of intelligence/information with all partner agencies.
- Ensure there is written consent to work with the family.
- Liaise with key agencies including Schools, Social Care, Education welfare services, Early Help, health, Integrated Youth Support Services and local 3rd sector organisations to coordinate provision and monitor progress.
- Assist in providing a range of support to children and families including crisis intervention to prevent placement breakdown and promoting positive family relationships.
- Provide timely progress reports and offer professional support and guidance to other services.
- To attend all mandatory and other training identified and approved by your line manager to further develop skills and knowledge relevant to the post.
- Mentor less experienced colleagues to promote a culture of learning, development and best practice models of intervention and service delivery. Deliver training to junior colleagues as directed actively promoting a culture of learning and development.
- Feedback to your line manager any problems in relation to the effective provision of services and/or policies.
- Maintain electronic records accurately, concisely and ensure it complies with departmental policies and procedures.
- Ensure appropriate consultation with young people and parents and promote their participation in service planning, delivery and quality assurance.

- Due to the nature of this role this post may involve evening and weekend work.
- The post holder is responsible for handling confidential information of a personal nature and must ensure that this information is kept up to date, accurate, and securely at all times in line with Hartlepool Borough Council Policy and Data Protection Act.
- Any other duties and responsibilities as directed by management in line with the nature and grade of post.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: May 2024

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.