Northumberland County Council

JOB DESCRIPTION

Post Title: Family Time Worker	**Director/Service Wellbeing and Community Health**		**Office Use**
Band: 4	**Sector. Northumberland Contact Service**		JE ref: 3432 HRMS ref:
Responsible to: Team Leader/Senior Practitioner	**Date:**	**Lead & Man Induction:**	

Job Purpose: To provide and support the delivery of an outstanding Contact service to children, young people and families in Northumberland who require Social care intervention.

Resources	Staff	None
	Finance	
	Physical	To be able to lift childcare seats and fit into a vehicle and also carry young children if required.
	Clients	Children, young people and families that require a Supervised Contact service.

Duties and key areas: Individually or as part of a team;

To provide supervised contact for children, young people and families/ carers. This includes the following:

- To supervise contact between parents/carers and children who may be: CIN, LAC, or subject to child protection plans or care proceedings.
- To offer advice, support and guidance to children, young people and families if required
- To observe and assess the interaction between parent/carer and child and the parenting ability of the parent/carer
- To write reports as requested by court regarding parenting skills and record positive changes and or a decline in parenting.
- To record/report contact sessions to a high standard which could be used in the court process.
- To transport children to and from contact sessions
- To arrange contact times and venues based on risk assessments to ensure children are safe.
- To ensure that you maintain a professional manner at all times especially when working in challenging situations.
- You may be required to attend court to give evidence and provide statements for court when requested.

To manage and plan your own work in an effective way as to allow the required monitoring and review of services delivered.

To establish and maintain appropriate working relationships with individuals, groups, families and staff from other agencies. Highly developed interpersonal skills are required in order to do this effectively. This would include working with people who could be distressed and present challenging behaviours.

Work collaboratively with team colleagues to ensure that service objectives are achieved and quality standards are maintained.

To make case recording on ICS and provide reports in accordance with statutory and agency requirements including multi-disciplinary and safeguarding functions. To use information technology as appropriate.

To contribute to risk assessments as required and follow risk management strategies

To comply with departmental policy and procedures both in relation to the responsibilities placed on the Local Authority by statute and in relation to procedures necessary to support such good practice such as recording and report writing.

Maintain appropriate written records, in accordance with service remit and procedures.

Be aware of and comply with relevant legislation. Work within the parameters of County Council policies, procedures, guidance, National Standards and Codes of Conduct.

Report any concerns/issues promptly to ensure effective intervention. Deal with contingencies and emergencies in accordance with established guidelines.

To take responsibility for your own training and development with agreement from the Senior Practitioner/Business Manager/Team Leader. Attend Team meetings, training courses and participate in Appraisals and supervision, to improve own performance, as required

To participate in the office duty system on occasion, as appropriate.

Any other duties as requested by the Senior Practitioner/Business Manager/Team Leader

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Physically able to undertake the requirements of the post. To be able to lift childcare seats and fit into a vehicle and also carry young children if required. Required to undertake lone working outside of normal office hours.
Transport requirements:	Will be required to undertake regular journeys, including escorting or transporting any children and families both locally and nationally. You will need to meet the transport requirements of the post.
Working patterns:	You may be required to work outside normal office hours, including early mornings and late evenings within the flexible working arrangements which may include some unsociable working
Working conditions:	You may come into contact with variable home conditions which may need addressing whilst working in families homes. You may need to deal with challenging behaviour from clients

Northumberland County Council

PERSON SPECIFICATION

POST: Family Time Worker	**SERVICE: Northumberland Contact Service**	**Ref:**
Essential	**Desirable**	**Assess by**
Qualifications and Knowledge		
NVQ/Diploma Level 3 in childcare/social care or equivalent Understanding of the Child Protection and Safeguarding procedures. Understanding of parenting factors/abilities to undertake parenting assessments. An understanding of child/adolescent development. An understanding of children with additional needs and requirements. An understanding of the Children's Act 1989/2004	Youth Work qualification. NNEB/CACHE Diploma (Childhood studies - Nursery Nursing). Early Years teaching certificate or equivalent qualification at required level.	
Experience		
Experience of working with children, young people and families Experience of report writing and keeping accurate factual records. Information technology skills Experience of working with people who present highly challenging behaviours. Experience of managing challenging behaviours and conflict	Two years experience of working with adults or children in a social care setting. Experience of working with people who present challenging behaviours. Supervising contacts for clients in relation to Child Protection procedures, CIN, LAC Working with parents on the development of parenting skills. Working with families under active stress.	
Skills and competencies		
Ability to form positive relationship with service users and colleagues. Ability to contribute to assessments. Ability to communicate effectively both verbally and in writing. Ability to operate effectively as a member of a team Ability to operate systems and procedures effectively. Ability to write accurate and factual reports and case notes. Ability to manage and plan own schedule/diary/tasks within allocated workload and prioritise time effectively. Ability to work independently with vulnerable clients. Ability to use case recording systems and record case notes Ability to observe, analyse and take appropriate action. Able to use word processing, e-mail and internet software on electronic devices Have an ability to assess parenting skills. Undertake lone working with families within family homes. Ability to work to and follow Risk Assessments Able to understand and follow written or spoken instructions. Listens, consults others and communicates clearly.		

Reliable and keeps good time. Understands the need to respect confidentiality, privacy, dignity, independence, Follows and works to policies, procedures and guidance.		
Physical, mental and emotional demands		
Positive attitude Willingness to attempt new challenges and approaches. Positive attitudes to combating discrimination. Flexibility in carrying out duties. Physically capable of discharging the full duties of the post including the ability to work under pressure in a stressful demanding environment. Emotionally resilient Carrying young babies and children when transporting them and have ability to fit and carry car seats. To work with potentially challenging clients on a 1-1 basis and develop positive and professional relationships. To be able to work long hours if required and have a flexible approach to work. Good observation skills for long periods when carrying out supervised contact. Maintain an awareness of surroundings and service users. Maintain Health & Safety and Welfare of self and others.		
Motivation		
Appropriately follows instructions to achieve set objectives. Committed to the ethics of GSCC code of conduct. Adapts to change by adopting a flexible and cooperative attitude. Meeting the cultural changes within the service Demonstrates integrity and upholds values and principles of the council Promotes equal opportunities and anti-oppressive practice in all aspects of work.		
Other		
Able to meet the transport requirements of the post and hold a full driving licence		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits