Hartlepool Borough Council

JOB DESCRIPTION

CHILDREN & JOINT COMMISSIONING SERVICES

JOB TITLE: Family Support Worker – Early Help

DIVISION: Children's & Joint Commissioning Service

GRADE: Band 7 to Band 9 (Development Scheme)

RESPONSIBLE TO: Assistant Team Manager/Team Manager

POST REFERENCE: 106703

Purpose of Post

- To support families where there is an Early Help Assessment completed and a plan of support in place, in order to improve outcomes for children.

Key Relationships

Families and their support people
Colleagues
Health
Education
Voluntary Sector such as charitable organisations
Social Care teams
Adult Services
Head of Service
Management Team
Social Care Teams
Local Community

Main Duties and Responsibilities

Band 7:

To report to and have the support, induction and oversight of the management team.

Follow a robust induction that supports learning and development, with reflective opportunities.

Initially, with a colleague assigned to support and co-work, hold a caseload and act as lead practitioner for families. Levels and complexity of involvement with families will vary and depends on experience and confidence of the Family Support Worker. This will be reviewed regularly as part of the induction and supervision process by the management team.

Follow the plan of support that has already been devised by another professional following their completion of an Early Help Assessment. Or, following a self-referral/agency referral not felt to meet threshold for social care assessment, complete an Early Help Assessment alongside the family and their support network as well as other professionals. An awareness of child development and a developing knowledge of services who can support will complement the role.

Work in a flexible way with children/young people and their families to support them to achieve their goals. Such support could include using thinking out of the box and problem solving to support and encourage them to access services (such as groups, activities and appointments)

Attend training and development sessions that are both mandatory (safeguarding etc) or relevant to the role as well as to be available and prepare for case and personal supervision, which is held in accordance with the service standards.

Learn and follow service standards in relation to case holding, timescales, assessments and support of families, their network and professionals involved with them.

Prepare for, update and seek the support and guidance from the management team, who have case oversight and who are qualified Social Workers.

Shadow colleagues and other service providers which will support a developing knowledge of the local area and what it has to offer families.

Provide information and advice to others, showing sensitivity to their needs, whilst using a caring approach that considers their age, vulnerability, development, family history and relationships.

Have communication skills that enable the building of positive professional relationships with both the families and wider colleagues. This will include direct work with children and young people where their thoughts and views will be shared on their behalf, in a way that makes sure their voice is clearly heard.

Able to practice in a relational way of working with families that uses specific resources and ways of working such as Signs of Safety and Family Network planning.

Provide practical support during a period of intervention, arrange and facilitate Team Around the Child meetings that meet timescales as part of the service standards and document the minutes from such meetings to the system.

Provide written work in a timely way to the management team for quality assurance and oversight.

Support the delivery of groups delivered to both children and adults.

Additional duties and responsibilities at Band 8:

Support new colleagues, other team members and volunteers through offering shadowing opportunities to them, as guided and overseen by the management team. Showing an ability to demonstrate to colleagues, during the chairing of Team Around the Child meetings etc, to allow them to learn.

Uses and verbalises own initiative to prioritise workload and interventions as well as manage own diary and plan work which is timely and responsive to need.

Show support and be an advocate for those who may be vulnerable or challenging who may have emerging, complex or additional needs/disability.

Confident to use the recording system, demonstrating and supporting new colleagues to develop their skills.

Deliver, either alone or with a colleague, interventions to adults, children or young people, either in a group or one to one.

Provide recommendations based on findings with confidence, based on good working knowledge of needs of a child and their family.

Awareness of local policies, procedures and legislation and with support, show a developing understanding of factors, such as substance misuse, mental health, parental conflict and domestic abuse etc that can impact families and outcomes for children.

Additional duties and responsibilities at Band 9:

Hold a more complex caseload based on knowledge, skills and experience that has been gathered through the progression route or of the experience of having worked in a similar area of support, maybe in a different local authority/service.

Have knowledge of threshold document and discuss worries with management team. Showing confidence to support less experienced colleagues, for example supporting them to share any worries with the management team, providing mapping and chronology documentation to support discussion.

Able to show independence and use own initiative to prioritise workload and manage own time and diary to provide a work/life balance, whilst meeting service needs. Recognising the importance of discussing worries about a child or young person in a timely way

Provide support and mentorship to less experienced colleagues, feeding back to the management team in a professional manner.

Organisation and delivery of groups to parents/carers/children and young people in order to meet need.

Working with more complex families where issues such as parental conflict, substance misuse and neglect may impact on children and young people in the long term without intervention.

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.

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.