Hartlepool
Borough Council

PERSON SPECIFICATION: Family Support Worker (Early Help)

POST REFERENCE: 106703

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.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)
Band 7: - **Educational/vocational/ occupational qualifications and/or training** - **Specific qualifications (or equivalents)**	NVQ Level 2 or equivalent in Health and Social Care or a similar subject, for example, Education, Youth Work, Nursery Nurse, Community Support etc (F)	
- **Work or other relevant experience**	Experience of working in a supportive capacity to give practical assistance to children and their families. (F) (I)	Awareness of Signs of Safety and/or relationship based interventions and support. (F) (I) (T) Evidence of working with parents to enhance their knowledge of parenting and development of

	Knowledge of child development (F) (I) Demonstrate the ability to work with children, young people, adolescents and adults (F) (I) (R)	parenting skills, to include group delivery. (F) (I) Able to undertake individual work with children with disabilities and their families (F) (I) Experience of Community work in a social care setting with supervision and support in relation to caseload management and assessments. (F) I (I) (R)
- **Skills, abilities, knowledge and competencies**	Ability to accurately and concisely record and maintain information that is given to you and in a format that is understandable at all levels (F) (I) (T) Able to use IT systems to record information. (F) (T) Ability to work directly with children and young people, be their voice within assessments and throughout work undertaken, as part of the plan of support (F) (I) (T) Good communication skills – written and verbal (F) (I) (R) Evidence of an ability to work as part of a team (I) (F) (R) Able to follow management direction and prepare for, attend and contribute to your learning and development as part of supervision and annual review with your direct line manager. Able to handle sensitive issues and people with tact and diplomacy (F) (I)	Able to write assessments that identify need (F) (I) Experience of working with vulnerable and challenging adult/child behaviours (F) (I) Knowledge of local services, including those who deliver education, training and employment opportunities for people (I) (F)

	Able to plan work routines effectively using own initiative and through diary management. (F) (I) (R) Awareness of the importance of multi-agency working and working directly with other professionals (F) (I) (T) Ability to engage with and provide information and advice to families that is appropriate to their need (I) (T) Ability to problem solve and think out of the box (I) (F) Awareness of the complex needs of vulnerable young people (I) Knowledge of local safeguarding (I)	
- **General competencies**	Confidence to seek the support of the leadership team with issues concerning worries about a child/adult. Able to work flexibly that supports the needs of the families you will be working with (F) (I) Willingness and ability to undertake and learn from core training and other developmental training, where appropriate (F) (I)	Full driving licence (F) (I) Access to own vehicle for work purposes (F) (I) Ability to work under pressure (I) (F)

	Willingness to further own skills through professional development (I) Meet the travel requirements of the role (F) (I)	
<u>Band 8 -</u> - **Educational / vocational / occupational qualifications and/or training** - **Specific qualifications (or equivalent)**	**<u>In addition to the essential requirements for all categories in Band 7</u>** NVQ Level 3 or equivalent in Health and Social Care or a similar subject, for example, Education, Youth Work, Nursery Nurse, Community Support etc (F)	Working towards NVQ4 in the relevant area or equivalent (F) (I) Awareness of Signs of Safety way of working (F) (I)
- **Work or other relevant experience**	Experience of Community work in a social care setting with supervision and support in relation to caseload management and assessments. (F) I (I) (R) Experience of organising work routines effectively, developing own initiative with management guidance. (F) (I)	Willingness to mentor other staff/colleagues/volunteers (F) (I) (R) Awareness of how gathering and sharing data informs future service delivery (F) (I)

	Experience of working with vulnerable and challenging adult/child behaviours (F) (I) Ability to provide information, advice and intervention. (F) (I) Experience of IT in a social care environment (F) (I) Working knowledge of standards of practice set within Hartlepool (I) Awareness of Signs of Safety and/or relationship based interventions and support. (F) (I) (T) Awareness of working with parents/carers to enhance their knowledge of parenting and development of parenting skills, to include group delivery. (F) (I) Evidence of the ability to undertake individual work with children with a disability and their families (F) (I) Experience of community work in a social care setting with supervision and support in relation to caseload management and assessments (F) (I) (R)	

- **Skills, abilities, knowledge and competencies**	Ability to use IT system to record good quality and timely assessments (F) (I) Ability to make compile information for an assessment and prioritise and implement interventions (F) (I) Awareness of the importance of mentoring and guiding less experienced colleagues and/or volunteers (F) (I) With oversight of leadership team, able to support, coach and mentor staff/colleagues/volunteers and parents, to include group delivery (F) (I) (R) Willingness and ability to undertake and learn continued professional development and other learning opportunities (F) (I) Evidence of knowledge of relevant legislation in respect of children, young people and families (F) (I) Able to communicate effectively with people in both written and verbal presentation. (I) Ability to write timely, good quality assessments to an acceptable level (using standards of practice) with the ability to make recommendations (F) (I)	Show a developing awareness for more complex family situations and record keep in line with service standards (F) (I)

	Knowledge of a range of statutory and voluntary agencies that help people. (I) Experience of working with vulnerable and challenging adult/child behaviours (F) (I)	
- **General competencies**	Able to plan ahead (F) (I) Able to work flexibly to support the needs of the families (F) (I) Ability to work on own initiative and take responsibility for prioritising and managing own work load (F) (I)	Full driving licence (F) (I) Access to own vehicle for work purposes (F) (I) Ability to work under pressure (I) (F)
Band 9	**<u>In addition to the essential requirements for all categories in Band 7 & 8:</u>**	
- **Educational / vocational / occupational qualifications and/or training** **Specific qualifications (or equivalent)**	NVQ4 or equivalent in Health and Social Care or a similar subject, for example, Education, Youth Work, Nursery Nurse, Community Support etc (F)	Experienced solution focused or signs of safety practitioner (F) (I) Trained in Signs of Safety (F) (I)
- **Work or other relevant experience**	Experience of working within a similar community-based setting (F) (I) Experience of the delivery of groups as part of service delivery (I) (F) Ability to identify and address factors influencing behaviours	Previous supervisory/mentoring experience (F) (I) (R)

	within families, for example difficult family relationships including parental conflict, substance misuse, mental health and domestic abuse (F) (I) Awareness of local policy and procedures, for example equal opportunities and diversity (F) (I)	
- **Skills, abilities, knowledge and competencies**	Knowledge of current local issues, to include criminal exploitation, unemployment, substance misuse, neglect and poverty (F) (I) (T) Ability to prioritise work and use own initiative, following procedures/standards of practice (I) Ability to support and mentor less experienced colleagues, providing feedback to and seeking the support/guidance of the leadership team (F) (I)	Ability to plan, deliver and evaluate interventions/groups (F) (I)
- **General competencies**	Able to set a good example to less experienced colleagues who are progressing in their ability to use their own initiative and managing their workload.	Full driving licence (F) (I) Access to own vehicle for work purposes (F) (I) Ability to work under pressure (I) (F)
ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)		

On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
Equality & Diversity	As required
Employee Protection Register	As required
Prevent/WRAP	As required
Health and Safety	As required
Manual Handling	As required
Information Governance	As required
Safeguarding Adults Awareness	As required
Safeguarding Children and Young People	As required
Signs of Safety	As required
Fire Tool Box Talks	As required
ICON	As required
Infant Feeding	As required
Oliver McGowan	As required
Solihull	As required
EHM/LCS access	As required
Additional training in accordance with service development and to meet the needs of the role.	

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.

Date: