

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area: Children's Services**

**Job Ref Number: 02336**

**Service Area: Locality Family Help Team**

**Grade: G7**

**Job Title: Family Help Worker**

### PURPOSE OF JOB:

To act as a key worker for families with a range of needs undertaking Early Help Assessments and delivering appropriate interventions as well as coordinating interventions delivered by other agencies and supporting families with children subject to Child Protection and Child in Need Plans. This will include direct work with children and young people as well as delivering parenting interventions to improve outcomes for families across a range of needs including those set out in the DCLG Troubled Families Programme and Lincolnshire's Families Outcome Plan.

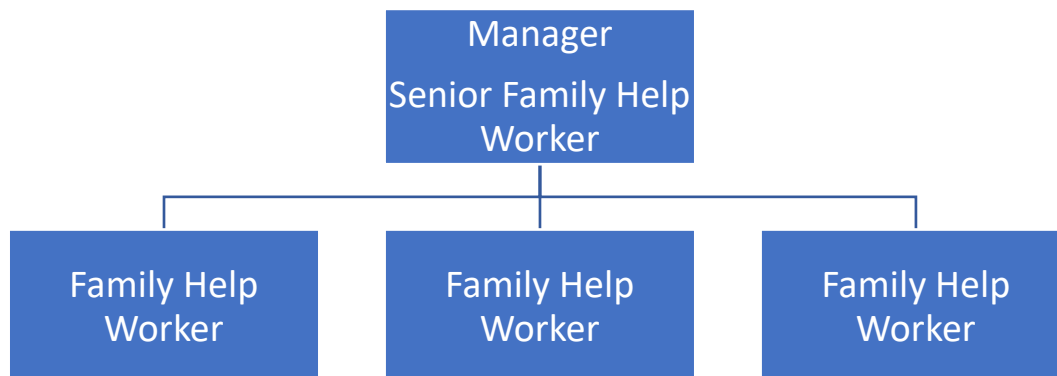
To support and challenge agencies and families to bring about lasting change, to increase the resilience of the family and decrease any dependencies on public services. When families refuse to engage or make the necessary changes required Key Workers will work with partner agencies to utilise when appropriate possible sanctions that exist in order to facilitate change.

To support young people 0-19, to move successfully through education into adulthood and working life through targeted interventions.

To support the delivery of quality personal and social development opportunities for young people, and deliver targeted interventions with young people engaging in or at risk of engaging in anti-social behaviour, and/or exclusion from school.

To provide a duty service to support young people who present as homeless, wherever possible ensuring young people are supported to remain in their family home.

### TEAM STRUCTURE:



**MAIN DUTIES: The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:**

1	To work within policies, practices and procedures of Children's Services Directorate. To manage a caseload of families, within the appropriate level of responsibility including direct work with Children and Young People. The Postholder will work in a multi-agency team in conjunction with the Senior Worker, Practice Supervisor/Team Manager through available support systems such as supervision, appraisal and team meetings
2	To work in partnership with families ensuring professional boundaries are set and maintained. To work alongside families in devising strategies that will enable the family to move achieve and sustain positive outcomes. To work within the family home to implement standards that are conducive to good family models. This will include practical household tasks, ensuring access to education, training and employment for the whole family and addressing any anti-social behavior and offending behaviour in conjunction with appropriate partner agencies.
3	To offer a support and challenge approach with families to bring about change to learned behaviour. To work across a broad age range within the family, that will include adults and children. Requirement to work evenings and weekends as required and as part of a rota
4	In partnership with families and other agencies carry out whole family assessment and plan to deliver interventions which minimise duplication but coordinate/supplement the plans completed by partner agencies.
5	To establish and maintain effective working relationships with statutory and voluntary agencies to ensure a high standard of service and support to families.
6	To participate in Case Conferences and other similar meetings as deemed appropriate by the Senior Family Help Worker, Practice Supervisor and/or Team Manager. To act as Lead Professional for the family wherever appropriate to do so.
7	To be part of a duty system acting as the first point of contact for young people presenting as homeless and to work in conjunction with the young person, their family and partner agencies to ensure wherever possible the young person remains at home. When necessary the Postholder will work with partner agencies and supported accommodation providers to secure appropriate accommodation.
8	To prepare reports dealing with parental capacity and review such plans against measurable outcomes, and within the framework of policies and procedures.  To keep records and documentation pertaining to meetings and contact with children and families in line with Lincolnshire standards and procedures.
9	To effectively manage the workload, demonstrate good time management and a requirement to working evenings and weekends and some public holidays as per a rota to provide a flexible and responsive service, including on-call arrangements.  To ensure information on the electronic case management system is maintained accurately and up to date.  To consistently prepare for and attend supervision.
10	Participate in learning and development as required by the Team Manager.  Understand the usefulness of performance information and to ensure the completion of the appropriate paperwork to capture such information accurately.

11	As an employee, create a positive image of the County Council.
12	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers
13	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice
14	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.

#### PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
NVQ LEVEL 3 or equivalent.	Application	x	
Ability to advocate, negotiate and challenge on behalf of families in a variety of settings. Ability to undertake family assessments, develop plans and deliver needs lead packages of support	Application, Interview	x	
Ability to act as a Lead Professional for a family where appropriate with responsibility for the day to day implementation and coordination of the family plan.	Application, Interview	x	
To be a key team player and work closely with staff members and specialist workers from other agencies, local authorities and organisations.	Application, Interview	x	
Proficient information and IT skills to enable effective communication with internal and external agencies.	Application, Interview	x	
The Postholder will need to demonstrate they have the ability to effectively engage with families, build relationships which will enable them to assess and intervene to improve outcomes in relation to educational attendance, anti social behaviour, offending and unemployment, health and well being, safeguarding and others in line with the Lincolnshire Families Outcome Plan and DCLG Troubled Families Programme requirements.	Application, Interview	x	
The Postholder will require excellent written and oral communication to enable them to support and challenge both families and other professionals in order to achieve sustainable change.	Application, Interview	x	
Ability to produce and maintain	Application, Interview	x	

accurate records and reports.			
Knowledge of child development.	Application, Interview		x
Knowledge of Safeguarding and risk management.	Application, Interview	x	
Positive attitude to the promotion of diversity and equal opportunities.	Application, Interview	x	
Ability to recognise, appreciate and work within different organisations' cultures.	Application, Interview	x	
Ability to deliver a wide range of parenting interventions.	Application, Interview		x
Driving licence and vehicle available for work.	Application, Interview	x	
Commitment and understanding of Health & Safety	Application, Interview		x

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.