

Early Help and Prevention – Job Description

POST: Family Support Worker

GRADE: PO1

RESPONSIBLE TO: Senior Family Support Worker/ Team Manager

RESPONSIBLE FOR: None

BASIC OBJECTIVES OF THE POST

This post has the following objectives:

- Improve outcomes for vulnerable children, young people and families in Haringey
- Prevent escalation of need and reduce demand for statutory services
- Ensure children and young people are safeguarded by identifying and addressing child protection issues and concerns with colleagues as appropriate.

MAIN DUTIES & RESPONSIBILITIES

This post has the following main duties and responsibilities:

Assessing need and planning support

- Jointly develop early help assessments with families and other professionals, which identify individual needs of all family members and family dynamics.
- Develop whole family, multi-agency outcome focused support plans which respond to the needs of families (and individual family members) and provide effective tailored, timely and sequenced interventions.

Working with families

- Act as a dedicated key worker for families – working with all family members and other professionals to develop, coordinate and deliver whole family support plans, including regular reviews of progress.



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- Deliver family support work and evidence based interventions with children, young people and families through group work and one-to-one support, and ensure timely access to interventions provided by other agencies.
- Empower families to access services by providing support with calls and referral forms, accompanying to service appointments, and advocating on behalf of families where appropriate.
- Work persistently to empower, challenge and support families to achieve goals, providing practical 'hands on' support, and building families' resilience.
- Ensure views and feelings of children, young people and families about past present and future are explicitly reflected in assessment plans and reviews.
- Engage families in development and evaluation of services and ensure feedback and views on services delivered are captured and acted on.

Managing a caseload

- Manage a caseload of between 12 – 20 families with additional needs and/ or multiple and complex needs.
- Use LB Haringey guidance on need thresholds to identify increases and reduction in levels of need, managing timely and appropriate escalation and step down as appropriate.
- Ensure cases are regularly reviewed, have clear exit strategies, and are closed where appropriate.
- Use the team's case management system to record all required information on families to track progress and support effective case management at a team level.
- Work towards targets set by Locality Teams for management and delivery of family support work.
- Participate in the supervision, review and audit of cases as and when required.

Working in partnership

- Work within a Team Around the Family approach taking on the role as Lead Professional as required, and lead/ challenge other professionals to deliver agreed actions towards targeted outcomes.



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- Develop and maintain effective working relationships with other professionals, including practitioners in education, health, community safety, housing and the voluntary and community sector - to coordinate and deliver effective interventions.
- Support Senior Practitioners, Team Managers and Locality Manager to strengthen partnership working in localities, and embed Early Help Assessments.
- Support and advise other professionals in localities to improve the quality and professionalism of support provided to families, including consistent delivery of early help services and assessments across Haringey.

Supporting Locality Teams

- Support the establishment of a Haringey Early Help Outcomes Framework by evidencing the impact of early help, through use of agreed tools to record and track change in families' outcomes.
- Contribute to the identification and monitoring of families meeting criteria for Haringey's Families First/ Troubled Families programme.
- Participate in and contribute towards own regular supervision sessions and any group supervision with the aim of improving individual work skills and practice.
- Take a proactive approach to own professional development making the most of opportunities to develop new skills, knowledge and experience.
- Prepare high quality reports to strict deadlines when required (for example risk of harm incidents or court proceedings) and maintain detailed case documentation files with evidence of decision making processes and statutory safeguarding actions.
- Perform any other duties as may be reasonably required within the scope of this role/ grade.

Meeting statutory requirements

- Adhere to safeguarding, information sharing and risk assessment protocols within Adults and Children and Young People's Services, communicating risks/ issues early and taking account of personal safety and the safety of others.
- Work within LB Haringey's Information Sharing Protocol



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- Work within the policies and procedures of LB Haringey with particular reference to issues of confidentiality and equal opportunities.

ESSENTIAL REQUIREMENTS

This position requires:

- CRB enhanced disclosure
- Able to work flexibly outside 9:00am – 5:00pm office hours including evenings and weekends when needed to meet the needs of families.
- Compliance to Health and Safety at Work, Data Protection and other statutory requirements.
- Commitment to the principles of equalities and to be able to carry out duties in accordance with Council Equalities Policy.
- Willingness and ability to work and travel across the borough (with reasonable adjustments made where required).

MAIN CONTACTS

1. Families, children and young people in Haringey
2. Practitioners, managers and staff in the Early Help and Prevention service
3. Other professionals working with families, children and young people in localities
4. Children's centres and schools

RESOURCES

Responsible for supporting the allocation and coordination of team resources. No formal budget holding responsibility.

Early Help and Prevention – Person Specification

POST:	Family Support Worker
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RESPONSIBLE TO:	Senior Family Support Worker/ Team Manager
RESPONSIBLE FOR:	None

The Person

An assertive, collaborative, task focused individual with a proven ability to achieve the best outcomes for families in challenging circumstances.

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skill/experience potential meet some or all of them, as the shortlisting decision will be based on our assessment of you against these criteria.

The final assessment process will also seek to assess these characteristics.

Qualifications

None required.

Experience

Can demonstrate experience of the following:

- Working directly with families, children and young people from diverse backgrounds to deliver improved outcomes.
- Key working in collaboration and partnership with a range of teams, services and agencies.
- Assessing and analysing needs of children, young people and/ or families to plan support and intervention.
- Understanding and implementing safeguarding and child protection identification and procedures.

Knowledge

Can demonstrate knowledge of the following:



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- Evidence based practice for children, young people and/ or families
- Equality and diversity issues
- Context/ issues (and support available) for families with multiple needs
- Safeguarding and child protection legislation
- Understanding of full range of issues facing children, young people and/ or families including:
 - Mental health issues
 - Physical health issues
 - Emotional well being
 - ASB/ crime issues
 - Family functioning
 - Domestic violence
 - Substance misuse
 - Housing issues
 - Unemployment.

Skills

Can demonstrate the following skills:

- Strong interpersonal skills
- Ability to build rapport with children, young people and/ or families
- Analytical and reflective skills
- Strong verbal and written communication skills
- Time management and organisation
- Planning
- Problem solving
- Negotiation skills.
- Basic IT skills.

Competencies

Can demonstrate the following core competencies:

- **Action focused:** Task focused and goal orientated, able to motivate self and others to deliver challenging targets. Able to maintain momentum and overcome barriers to success.
- **Solution focused:** Takes a solution focused approach to delivery of all areas of work.

- **Assertive:** Able to work assertively and persistently to provide the necessary level of challenge and support to others.
- **Flexible:** Willing to use flexible and practical approaches to get results finding proactive, creative solutions to problems (e.g. non-engagement).
- **Collaborative:** Works well as part of a team and able to lead, motivate and coordinate others to deliver results.
- **Responsive:** Able to quickly understand the needs and issues experienced by families and find the right solutions and interventions in response.
- **Understanding:** Able to build trust and rapport by delivering on stated commitments and showing empathy.
- **Awareness and self-reflection:** Able to openly review, appraise and discuss own performance and that of others, to improve performance.

The employee's duties require the following activities: -

	Yes		Yes
Office duties	X	Outdoor work / uneven surfaces	
Use of a computer	X	Working at heights / on ladders / roof work	
Audio typing	X	Confined spaces	
Potentially confrontational work	X	Outdoor work or extremes of temperature	
Crisis or conflict situations	X	Driving a Minibus as part of duties or as a volunteer	
Management responsibility		Driving car / van as part of duty	
Tight deadlines	X	LGV / PSV driving	
Walking 1+ miles during working day		Operating lift-truck, digger or crane	
Use of stairs	X	Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)		Operating potentially hazardous machinery	
Regular and repetitive movements		Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up		Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods	X	Noisy environment (over 80dB[A])	



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Working alone or in isolation		Radiation	
Working shifts / unsocial hours / nights	X	Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	
Teaching or responsibility for children	X	Preparing raw food / serving food	
Control and restraint	X	Other Lone working: X Out of 9 – 5 office hours: X Home working: X Visiting homes of children, young people and families X	