

Early Help and Prevention – Job Description

POST:	Senior Family Support Worker
GRADE:	PO4
RESPONSIBLE TO:	Team Manager
RESPONSIBLE FOR:	Line management of up to 5 x Family Support Workers Responsibility for a thematic lead eg. Parenting.

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

- Oversee delivery of early help assessments with families and other professionals, which identify individual needs of all family members and family dynamics.
- Ensure 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

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

- Manage the delivery of 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.
- Ensure families are empowered to access services through support with calls and referral forms, accompaniment to service appointments, and advocacy on behalf of families where appropriate.
- Ensure practitioners 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.
- Ensure families are engaged in the development and evaluation of services and ensure feedback and views on services delivered are captured and acted on.
- Supervise others on best practice approaches, sharing knowledge, skills and expertise.

Managing a caseload

- Manage a small caseload of families with additional needs and/ or multiple and complex needs.
- Ensure LB Haringey guidance on need thresholds is used to identify increases and reduction in levels of need, and to manage timely and appropriate escalation and step down as appropriate.
- Ensure cases are regularly reviewed, have clear exit strategies, and are closed where appropriate.
- Ensure all team members use the agreed case management system to record all information on families to track progress and support effective case management.
- Work with Team Manager to set targets set by Locality Teams and individual team members for the management and delivery of family support work.
- Lead, organise and facilitate the supervision, review and audit of cases as and when required.

Working in partnership

- Deliver and supervise a Team Around the Family approach with team members taking on the role of Lead Professional as required, and lead/ challenge other professionals to deliver agreed actions towards targeted outcomes.
- 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 Team Manager and Locality Manager to strengthen partnership working in localities, and embed Early Help Assessments.
- Train, 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 ensuring team members evidence the impact of early help, through use of agreed tools to record and track change in families' outcomes.
- Lead the identification and monitoring of families meeting criteria for Haringey's Families First/ Troubled Families programme.
- Lead 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 and implement 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 and implement LB Haringey's Information Sharing Protocol
- 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:	Senior Family Support Worker
GRADE:	PO4
RESPONSIBLE TO:	Team Manager
RESPONSIBLE FOR:	Line management of up to 5 x Family Support Workers

Responsibility for a thematic lead eg. Parenting.

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

Recognised professional qualification in relevant discipline (e.g. family support, education, social care) or comparable skills and knowledge acquired through frontline experience.

Experience

Can demonstrate experience of the following:

- Leading and/ or supervising teams, projects and other professionals
- Sharing/ disseminating skills to other professionals
- Key working in collaboration and partnership with a range of teams, services and agencies
- Managing effective relationships with a range of partners to ensure positive outcomes for families
- Whole family needs assessment and support planning; completing family assessments and intervention plans.

- Working directly with families, children and young people from diverse backgrounds to deliver improved outcomes.
- Understanding and implementing safeguarding and child protection identification and procedures.

Knowledge

Can demonstrate knowledge of the following:

- 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
- Detailed 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:

- Leadership skills
- Performance management 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:

- **Leadership:** Can motivate, challenge and inspire individuals and teams to deliver excellent results through collaborative approaches.
- **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])	
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	