

Job Description

Family Support Worker

ECHO

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	Plough Lane, Hereford
Responsible to:	Team Manager

Main purpose of the role

To work directly with targeted vulnerable children, young people (including children and young people with special physical and educational needs, and life-limited children and young people) and families in their homes and a range of settings, using evidence based therapeutic interventions to help improve outcomes in relation to:

Reducing the number of children and young people becoming looked after.

Reduce the number of children and young people requiring a child protection plan.

Reduce the number of children and young people requiring a child in need plan.

To work closely in partnership with social workers in the assessment of families and /or delivery of plans of support to improve the outcomes.

Increasing parenting skills, self-esteem and family unity.

Increasing school/college and training provider attendance.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Ensure that children and young people and families receive the evidence based therapeutic intervention required 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Manage a caseload of vulnerable children, young people and families who are at risk of negative outcomes 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Work with other professionals and community groups to ensure that plans and interventions are complementary and families and children access appropriate services, including adult services 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Work directly with children, young people and families using evidence based therapeutic models including; child development/family life cycle; motivational interviewing; solution focused; Maslow's hierarchy of needs; behaviourism; attachment theory 	<ul style="list-style-type: none"> Ongoing



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Support the assessment of families as required 	<ul style="list-style-type: none"> Ongoing
<ul style="list-style-type: none"> Deliver evidence based parenting programmes 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Provide professional support and advice to multi-agency groups in meetings and to CAF Coordinators in order to support effective and timely step down to CAF or closure of step down cases 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To follow the relevant procedures for ensuring that information and data is collated and recorded accurately on the appropriate records on framework in a timely manner 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To adhere to the policies for confidentiality and the sharing of information 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To deliver evidence based therapeutic interventions one-to-one in family homes and other settings 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Establish and maintain relationships with children, young people and their families that enable them to engage, support and facilitate all towards positive outcomes 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Advocate on behalf of the children, young person and their families, supporting them in their interactions between themselves and support services 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To work with parents to identify and implement a range of practical solutions to support families in the home 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Undertake a scaled approach which is dependent upon the needs of the child, young person and their family, having the ability to adjust and manage the intensity of support required in any particular case 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Use Information and Communication Technology to assist administration, data and reporting processes 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To handle sensitive information regarding children, young people and families 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Manage complex workloads, balancing a variety of tasks whilst maintaining attention to timelines and standards 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> In some cases to be able to communicate with non-verbal children and work appropriately with children with special physical and educational needs, and life-limited children and young people 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Maintain daily recordings of work undertaken with client, including uploading data onto relevant specialist databases. Use data in order to analyse, report and plan interventions appropriately 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Monitoring and evaluating interventions and re assessing need on a regular basis 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Complete SMART plans for families; review these plans and amend in conjunction with partners as required 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Chair child in need review meetings as required 	<ul style="list-style-type: none"> If required
<ul style="list-style-type: none"> To facilitate family group conferences if required 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To support social workers completing assessments including PAMS assessment 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Challenge providers, in conjunction with Line Manager and Commissioning when their support is not to the required standard 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Where appropriate, act in the role of CAF Lead Professional or practitioner and attend multi agency meetings 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> The post holder may be required to be a witness in court 	<ul style="list-style-type: none"> As required



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Level 4 (or above) qualification in a relevant field i.e. health, education, child development, psychology, mental health 	Essential	A, I
<ul style="list-style-type: none"> Advantageous to have training in outcome focused interventions e.g. Triple P, Solihull Approach, Incredible Year 	Essential	A, I
<ul style="list-style-type: none"> Advantageous to have training in evidence based therapeutic models e.g. Solution focused, motivational interviewing 	Essential	A, I
<ul style="list-style-type: none"> Willingness to undertake related training 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Undertaking direct work with children, young people and their families 	Essential	A, I
<ul style="list-style-type: none"> Working within the social care framework 	Essential	A, I
<ul style="list-style-type: none"> Acting as a lead worker for a vulnerable family co-ordinating services as identified 	Essential	A, I
<ul style="list-style-type: none"> Advocating on behalf of children, young people and their families supporting them in their interactions between themselves and support services 	Essential	A, I
<ul style="list-style-type: none"> Appropriate use of evidence based therapeutic interventions that improve outcomes for children, young people and families 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Multi-agency working to support children and families 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Able to deliver evidence based therapeutic interventions including: motivational interviewing, solution focused and evidence based parenting programmes 	Essential	A, I
<ul style="list-style-type: none"> Ability to maintain high standards of confidentiality 	Essential	A, I
<ul style="list-style-type: none"> Understand child development and the family life cycle 	Essential	A, I
<ul style="list-style-type: none"> Ability to build relationships with vulnerable children, young people and families that enable them to engage, support and facilitate them towards a positive change to improve their outcomes 	Essential	A, I
<ul style="list-style-type: none"> Ability to plan, prioritise and manage own workload. To work on own initiative where required and as part of a multi-agency team 	Essential	A, I
<ul style="list-style-type: none"> Understand the needs and influences on children, young people and their families in order to enable all to participate in education, employment and training, and addressing behaviours that contribute towards their non-involvement 	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

