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| **Directorate:** | Children & Young People |
| **Grade:** | HC07 |
| **Location:** | Plough Lane, Hereford |
| **Responsible to:** | Team Manager |

# Job Description

# Family Support Worker

**Safeguarding & Support**

## 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** |
| --- | --- |
| * Ensure that children and young people and families receive the evidence based therapeutic intervention required. | * Daily |
| * Manage a caseload of vulnerable children, young people and families who are at risk of negative outcomes | * Daily |
| * 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 | * Daily |
| * 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 | * Daily |
| * Support the assessment of families as required | * Daily |
| * Deliver evidence based parenting programmes | * Daily |
| * 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 | * As required |
| * To follow the relevant procedures for ensuring that information and data is collated and recorded accurately on the appropriate records on Mosaic in a timely manner | * Daily |
| * To adhere to the policies for confidentiality and the sharing of information | * Daily |
| * To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports | * Daily |
| * To deliver evidence based therapeutic interventions one-to-one in family homes and other settings | * Daily |
| * Establish and maintain relationships with children, young people and their families that enable them to engage, support and facilitate all towards positive outcomes | * Daily |
| * Advocate on behalf of the children, young person and their families, supporting them in their interactions between themselves and support services | * Daily |
| * To work with parents to identify and implement a range of practical solutions to support families in the home | * Daily |
| * 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 | * Daily |
| * Use Information and Communication Technology to assist administration, data and reporting processes | * Daily |
| * To handle sensitive information regarding children, young people and families | * Daily |
| * Manage complex workloads, balancing a variety of tasks whilst maintaining attention to timelines and standards | * Daily |
| * 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 | * As required |
| * 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 | * Daily |
| * Monitoring and evaluating interventions and re assessing need on a regular basis | * Daily |
| * Complete SMART plans for families; review these plans and amend in conjunction with partners as required | * As required |
| * Chair child in need review meetings as required | * If required |
| * To facilitate family group conferences if required | * As required |
| * To support social workers completing assessments including PAMS assessment | * As required |
| * Challenge providers, in conjunction with Line Manager and Commissioning when their support is not to the required standard | * As required |
| * Where appropriate, act in the role of CAF Lead Professional or practitioner and attend multi agency meetings | * As required |
| * The post holder may be required to be a witness in court | * As required |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application**  **I - Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Level 4 ( or above) qualification in a relevant field i.e. health, education, child development | Essential | A,I |
| * Early Years Education, Social Work, Health Visiting, Information Advice & Guidance, youth work, LDSS or Community Involvement | Essential | A,I |
| * Training in evidence based therapeutic models e.g. Solution focused, motivational interviewing | Essential | A,I |
| * Willingness to undertake related training | Essential | A,I |
| **Experience & Knowledge** | | |
| * Post qualification work with children, young people and family services in order to have developed knowledge about the issues affecting children, young people and their families today | Essential | A,I |
| * Of lone working with vulnerable families children from 0 – 18 years | Essential | A,I |
| * Of working within the social care framework | Essential | A,I |
| * Of acting as a lead worker for a vulnerable family co-ordinating services as identified | Essential | A,I |
| * Of advocating on behalf of children, young people and their families supporting them in their interactions between themselves and support services | Essential | A,I |
| * Of appropriate use of evidence based therapeutic interventions that improve outcomes for children, young people and families | Essential | A,I |
| * Of multi-agency working | Essential | A,I |
| **Skills and Abilities** | | |
| * To be able to deliver evidence based therapeutic interventions including: motivational interviewing, solution focused and evidence based parenting programmes | Essential | A,I |
| * Ability to maintain high standards of confidentiality | Essential | A,I |
| * Understand child development and the family life cycle | Essential | A,I |
| * Know about assessments acting as a lead professional and work in a multi-agency environment | Essential | A,I |
| * 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 |
| * 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 |
| * 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 |
| * Ability to provide information, advice and guidance, or sign post to appropriate agencies, on matters that concern children, the young person and/or their family | Essential | A,I |
| * Ability to challenge partners including providers when their support is not to the required standard | Essential | A,I |
| * To know about local provision, including Children Centres, support services, partner agencies and third sector as well as the appropriate referral routes and methods | Essential | A,I |
| * To have good verbal and written communication skills, be computer literate including the use of word and other computer programmes | Essential | A,I |
| * Advantageous to have had experience of working with C& YP with disabilities e.g. using techniques such as PECS, TEACCH, Sign Along, Symbols, understanding the needs of C&YP’s with life limited illnesses | Essential | A,I |
| * Understanding of the needs of life-limited children and their families | Essential | A,I |
| **Skills and Abilities** |  |  |
| * Must be able to work flexibly to meet the demands of the post, including working early mornings, late evenings/early night and at weekends | Essential | A,I |
| * To have a flexible approach and to be able to work in all locations across the County | Essential | A,I |
| * Highly motivated and committed to delivering excellent services to children, young people and their families | Essential | A,I |
| * May be exposed to unpleasant working conditions within service user’s homes | Essential | A,I |
| * Lone working in family homes | Essential | A,I |
| * Has own transport and be able to travel throughout Herefordshire and beyond on occasion should the need arise | Essential | A,I |
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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.