

Job Description

Job Role: Early Help Family Support Worker

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	Plough Lane, Hereford
Responsible to:	Direct Works 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 line with the Early Help Practice Framework 2022.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none">Direct work with children and young people to understand their lived experiences and to ensure that their voice is heard.	<ul style="list-style-type: none">Daily
<ul style="list-style-type: none">Signpost young people to young carer's clubs, other groups and support services.	<ul style="list-style-type: none">Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To undertake joint home visits and work alongside the young carer club facilitators to ensure that children and young people receive the appropriate support for their individual needs. 	<ul style="list-style-type: none"> When required
<ul style="list-style-type: none"> Taking into account and adapting our approach to provide and meet the individual needs, including mental health needs, physical health needs and additional learning needs of any individual within the family. 	<ul style="list-style-type: none"> Daily
<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"> Daily
<ul style="list-style-type: none"> Manage a complex caseload of vulnerable children, young people and families and assess their individual needs including child development, family and environment and parenting by using the signs of safety approach which focus on strengths and worries. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To arrange and chair 6 weekly team, 'Around the family' meetings to ensure a multiagency approach to enable the family and professionals to review the support in place. 	<ul style="list-style-type: none"> When required
<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"> Daily
<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; behaviorism; attachment theory and the RESPECT programme. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Deliver evidence based parenting programmes including Triple P and Solihull across the county both virtually and face to face including some evenings. 	<ul style="list-style-type: none"> When 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 Mosaic 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 complete 1:1 direct work with children and young people within the family home, educational settings and/or in the community. 	<ul style="list-style-type: none"> When required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Supporting young people to access positive activities/groups and to engage in alternative educational provisions where appropriate. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Specialist planned interventions covering a range of specialist educative subjects and practical support. Being able to think creatively to encourage children and young people to engage with support, planning, delivering and evaluating the support and their outcomes. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Supporting children and young people through positive educative support to promote their safety and wellbeing with the goal to lead healthy, purposeful lives with reduced risk and increased resilience. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Use professional judgement to signpost and complete referrals for further support (i.e CLIMB, CLD, CAMHS, Branch project). 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Identify and respond effectively to a range of safeguarding issues. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To liaise with relevant agencies in the implementation of specialised support programmes. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To complete statutory return home interviews (RHI's) following a child or young person's missing episode if the CE Team are not able to do so or not able to make contact with a family. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> 	<ul style="list-style-type: none">



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Level 4 (or above) qualification in a relevant field i.e. health, education, child development, 	Essential	A, I
<input type="checkbox"/> Early Years Education, Social Work, Health Visiting, Information Advice & Guidance, youth work, LDSS or Community Involvement.	Essential	A
<input type="checkbox"/> Training in outcome focused interventions e.g. Triple P, Solihull Approach, Incredible Years	Essential	A, I
<input type="checkbox"/> Training in evidence based therapeutic models e.g. Solution focused, motivational interviewing.	Essential	A, I
Experience & Knowledge		
<input type="checkbox"/> 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
<input type="checkbox"/> Lone working with vulnerable families children from 0 – 18 years.	Essential	A, I
<input type="checkbox"/> Working within the social care framework and Early Help Practice Framework.	Essential	A, I
<input type="checkbox"/> Acting as a lead worker for a vulnerable family co-ordinating services as identified.	Essential	A, I
<input type="checkbox"/> Advocating on behalf of children, young people and their families supporting them in their interactions between themselves and support services.	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<input type="checkbox"/> Appropriate use of evidence based therapeutic interventions that improve outcomes for children, young people and families.	Essential	A, I
<input type="checkbox"/> Multi-agency working	Essential	A, I
Skills and Abilities		
<input type="checkbox"/> Ability to complete high quality Early Help Assessment and Young carers Early Help Assessments, linking to the assessment framework triangle.	Essential	A, I
<input type="checkbox"/> Ability to complete Child Exploitation Risk assessments and make appropriate referrals dependant on outcome of assessment.	Essential	A, I
<input type="checkbox"/> Ability to organise and chair and record Team 'Around the Family' meetings.	Essential	A, I
<input type="checkbox"/> Ability to carry a complex case load in line with the right help right time thresholds at level 3 and 4.	Essential	A, I
<input type="checkbox"/> Ability to engage with children and young people ensuring their voice is heard, recorded and acted upon.	Essential	A, I
<input type="checkbox"/> To be able to deliver evidence based therapeutic interventions including: motivational interviewing, solution focused and evidence based parenting programmes	Essential	A, I
<input type="checkbox"/> Ability to maintain high standards of confidentiality.	Essential	A, I
<input type="checkbox"/> Ability to produce high standard reports / assessments and complete the required	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
paperwork in a timely manner.		



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.

