

Job Description

Social Worker

Family Help

Main purpose of the role

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC08
Location:	Locality based
Responsible to:	Team Manager

To work closely with children and their families, other staff within the Directorate and partner agencies to provide a range of services and support designed to provide help, support and protection for children with a Family Help plan. To work in the Family Help locality team as a qualified social worker.

The role will involve working closely with the MACPT when there are safeguarding concerns for the child.

To work within the legislative framework of the Children Act 1989, the Children Act 2004, and Working Together 2026 to align to the Families First Programme.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To work as the Family Help Lead Practitioner and carry a complex caseload in line with the organisational needs of the Directorate. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To assess the needs of children, young people, families and carers, take appropriate follow up action in consultation with colleagues, and to plan and implement suitable service provision to offer appropriate help, support and protection for the child. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To undertake preventative and supportive work with children and families in need of help, support and protection through a Family Help Plan 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Convene and chair Family Help (child in need) meetings and core group meetings; contribute to strategy meetings, child protection and planning meetings, legal planning and PLO meetings. To work closely with the MACPT when there are safeguarding concerns. 	<ul style="list-style-type: none"> Frequently
<ul style="list-style-type: none"> To undertake risk assessments. 	<ul style="list-style-type: none"> As required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • To promote effective planning for children and young people where there are ongoing needs due to: <ul style="list-style-type: none"> - Care, Supervision or Adoption Proceedings or Orders - Private proceedings matters - Entry to the child looked after system • To participate in training and development activities to ensure up to date knowledge and skills 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To undertake duty systems on a rota basis 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To contribute to the development of knowledge and skills of other team members or students as required. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To work collaboratively as part of a multi-agency group and restoratively with children, families and wider networks to reduce risk and support sustainable change. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To ensure effective communication by using and developing skills in direct work with children, young people and their families. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To maintain accurate case files in accordance with practice standards 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To contribute to effective decision making by producing concise written and verbal reports as required (to include court work). 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To promote effective care planning and good outcomes for children and young people in the looked after system. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To communicate well with foster carers and others in developing a corporate approach to fulfilling responsibilities for looked after children. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • To promote active involvement and participation of service users in the planning and provision of services (restorative practice). 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To promote the safety and welfare of children who are looked after by enabling them to access independent advocates and/or the complaints procedure. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To comply with the Directorate's expectations on monitoring and quality assurance standards with respect to all the above. 	<ul style="list-style-type: none"> • Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Social Work Degree, DipSW, CQSW, CSS or equivalent. 	Essential	A
<ul style="list-style-type: none"> SWE registration 	Essential	A
<ul style="list-style-type: none"> Committed to continuing professional development 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Knowledge of Children Act 1989 & 2004, Working Together 2026 and other relevant legislation, regulations and guidance. 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of recent developments in social work practice with children and families. 	Essential	A, I
<ul style="list-style-type: none"> Experience of undertaking assessments, planning and direct work with children and families 	Essential	A, I
<ul style="list-style-type: none"> Understanding of child development and family dynamics. 	Essential	A, I
<ul style="list-style-type: none"> Experience of working in a statutory social care setting with children and families. 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of safeguarding, child protection and children who are looked after processes/planning 		
<ul style="list-style-type: none"> Experience of working with other agencies and of using supervision effectively. 	Essential	A, I
Skills and Abilities		

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> To identify and analyse complex family dynamics, identify risks and protective factors 	Essential	A, I
<ul style="list-style-type: none"> To demonstrate good listening skills and skills in observing non-verbal communication and behaviour. 	Essential	A, I
<ul style="list-style-type: none"> To develop effective working relationships with children, families and professionals. 	Essential	A, I
<ul style="list-style-type: none"> To share information accurately and concisely with service users, carers, colleagues and other agencies. 	Essential	A, I
<ul style="list-style-type: none"> To use a range of social work interventions with a focus on restorative approaches 	Essential	A, I
<ul style="list-style-type: none"> To maintain accurate records and follow required administration procedures 	Essential	A, I
<ul style="list-style-type: none"> To produce good quality written reports for internal and external purposes, including Court reports. 	Essential	A, I
<ul style="list-style-type: none"> Good oral and written communication skills i.e. ability to express complex concepts and information. 	Essential	A, I
<ul style="list-style-type: none"> Ability to use IT systems effectively, ensure regulatory standards are met and performance standards maintained. 	Essential	A, I
<ul style="list-style-type: none"> Understanding of child care and child protection legislation and procedures. 	Essential	A, I
<ul style="list-style-type: none"> Ability to plan, organise and prioritise a demanding workload. 	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.

