

Job Description

Family Support

Worker

Family Help

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	Hereford
Responsible to:	Family Help 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 (e.g. school, college, community), using evidence-based therapeutic interventions.

In line with the Families First Programme, to work closely in partnership with and alongside social workers (where the level of need requires this) in the assessment of families and/or delivery of plans to support to improve outcomes.

To carry out assessments in line with the Family Support role and in accordance with the Families First programme. To arrange and chair 'Team around the family' meetings as the Family Help Lead Practitioner, which may involve Child in Need meetings (where the role requires this), attend strategy meetings and other meetings when required.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Work directly with children, young people and families on a 1:1 basis using evidence based therapeutic models including; child development/family life cycle; motivational interviewing; solution focused; Maslow's hierarchy of needs; cognitive behaviour therapy; trauma informed; attachment theory. 	<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 Herefordshire's Restorative Practice model. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Completing relevant referrals to outside agencies as well as MARFs where required in line with the joint Herefordshire and Worcestershire multi-agency levels of need guidance. 	<ul style="list-style-type: none"> Frequently

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<ul style="list-style-type: none"> Complete Family Help Assessments which will involve assessments at Section 17, Children Act 1989 in line with Family Help. 	<ul style="list-style-type: none"> Frequently
<ul style="list-style-type: none"> Chair Team 'Around the family meetings' at Targeted Early Help or Child in Need level 	<ul style="list-style-type: none"> Frequently
<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"> Being able to think creatively to encourage children and young people to engage with support, planning, delivering and evaluating the support and their outcomes. 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"> Frequently
<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"> Identify and respond effectively to a range of safeguarding issues, seeking support from Team Manager. 	<ul style="list-style-type: none"> As required
<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 - 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"> Manage complex workloads, balancing a variety of tasks whilst maintaining attention to timelines and standards 	<ul style="list-style-type: none"> Daily
<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

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Participation in multi-agency meetings, including provision or written and oral report, presentation of cases and support plans 	<ul style="list-style-type: none"> Monthly
<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"> Supporting young people to access positive activities/groups and to engage in alternative educational provisions where appropriate. 	<ul style="list-style-type: none"> Frequently
<ul style="list-style-type: none"> Maintain daily recordings of work undertaken with service users in a timely manner and in accordance with the Practice Standards. 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"> Provide Police intelligence to assist the identification of exploited children who are experiencing exploitation and adults who are considered to be posing a risk to children within the county 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Complete statutory Young Carers Assessments 	<ul style="list-style-type: none"> Frequently
<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"> Frequently
<ul style="list-style-type: none"> Complete Get Safe risk assessments, Graded Care Profile 2 assessments and any other assessment required within the role. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> In line with the Families First programme, work with and engage the Family Network to enhance support from within the wider family and support network, to allow families to harness their strengths and prioritise their own solutions, to avoid reliance on support from external support services. 	<ul style="list-style-type: none"> Frequently
<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"> 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



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Where appropriate, act in the role of Family Help Lead practitioner and attend multi agency meetings. 	<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, MELO, CAMHS, Branch project). 	<ul style="list-style-type: none"> As required
<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 Get Safe Team are not able to do so or not able to make contact with a family. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To attend formal case supervision and group supervision 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Complete all Herefordshire council mandatory training and any other training required as part of your role. 	<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 	Essential	A, I
<ul style="list-style-type: none"> Early Years Education, Social Work, Health Visiting, Information Advice & Guidance, youth work, LDSS or Community Involvement 	Essential	A, I
<ul style="list-style-type: none"> Training in outcome focused interventions e.g. Triple P, Solihull Approach, Incredible Years 	Essential	A, I
<ul style="list-style-type: none"> 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"> 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
<ul style="list-style-type: none"> Of lone working with vulnerable families children from 0 – 18 years 	Essential	A, I
<ul style="list-style-type: none"> Of working within the social care and Early Help framework 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Of acting as a lead worker for a vulnerable family co-ordinating services as identified 	Essential	A, I
<ul style="list-style-type: none"> Of 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"> Of appropriate use of evidence based therapeutic interventions that improve outcomes for children, young people and families 	Essential	A, I
<ul style="list-style-type: none"> Of multi-agency working 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Ability to complete high quality Family Help Assessment and Young carers Early Help Assessments, linking to the assessment framework triangle. 	Essential	A, I
<ul style="list-style-type: none"> Ability to complete Child Exploitation Risk assessments and make appropriate referrals dependant on outcome of assessment 	Essential	A, I
<ul style="list-style-type: none"> Ability to organise and chair and record Team 'Around the Family' meetings 	Essential	A, I
<ul style="list-style-type: none"> Ability to carry a complex case load in line with the Family Help threshold of need. 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to engage with children and young people ensuring their voice is heard, recorded and acted upon 	Essential	A, I
<ul style="list-style-type: none"> To be 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"> Ability to produce high standard reports / assessments and complete the required paperwork in a timely manner 	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

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> 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 and how to make the appropriate referrals 	Essential	A, I
<ul style="list-style-type: none"> Ability to challenge partners including providers when their support is not to the required standard 	Essential	A, I
<ul style="list-style-type: none"> To have good communication skills, be computer literate including the use of word and other computer programmes 	Essential	A, I
Other Factors		
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> To have a flexible approach and to be able to work in all locations across the County 	Essential	A, I
<ul style="list-style-type: none"> Highly motivated and committed to delivering excellent services to children, young people and their families 	Essential	A, I
<ul style="list-style-type: none"> May be exposed to unpleasant working conditions within service user's homes 	Essential	A, I
<ul style="list-style-type: none"> Lone working in family homes 	Essential	A, I
<ul style="list-style-type: none"> Has own transport and be able to travel throughout Herefordshire and beyond on occasion should the need arise 	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.

