

Job Description

Early Help Family Support Worker

Early Help

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	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.
- To carry a complex case load in line with the right help right time thresholds at levels 3 and 4.
- Keeping children safe and achieving good outcomes for all regardless of their needs.
- A child centred approach is paramount and takes into account diverse needs of families, young people and children including but not limited to gender, ethnicity, culture, special educational needs or disability.
- To carry out Young Carers assessments and to signpost young people to the young carer clubs and ensure that appropriate support is provided to the young people and their families.
- To establish professional relationships with young people and their families that supports in the safeguarding of children and young people which empowers families to make and sustain positive changes.
- To be consistent with our support and endeavour to meet the children, young people and families and offer them a safe and non-judgemental space for them to speak about their lived experiences.
- To advocate for children and young people's wishes and best interests.
- To develop dynamic interventions and support packages that best support families/young people and children's individual needs by working in collaboration with the families and partner agencies.

- To effectively safeguard children and young people from risk of harm including neglect, abuse and child exploitation and to escalate safeguarding concerns in line with safeguarding children's procedures and working together arrangements.
- To signpost and complete referrals for families, young people and children into support services and/or positive activities.
- To arrange and chair team 'Around the family' meetings, attend strategy meetings when required and also attend and provide professional advice and support in relevant multi-agency meetings including child protection conference, child in need meetings and risk management meetings to ensure that the best outcomes for children are promoted.
- Attend court and give evidence when required.

Key Duties and Responsibilities	Frequency of Task
<p>Completing statutory Young Carers Assessments and putting in place the appropriate support to meet the young person's needs:</p> <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. • Signpost young people to young carer's clubs, other groups and support services. • 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. • 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"> • Ongoing
<p>Completing Early Help assessments in line with the assessment framework triangle and link action plans to the supporting families outcomes:</p> <ul style="list-style-type: none"> • Ensure that children and young people and families receive the evidence based therapeutic intervention required. • 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. • To arrange and chair 6 weekly team, 'Around the family' meetings to ensure a multi-agency approach to enable the family and professionals to review the support in place. • 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. • Work directly with children, young people and families using evidence based therapeutic models including; child development/family life cycle; motivational interviewing; solution 	<ul style="list-style-type: none"> • Ongoing



Key Duties and Responsibilities	Frequency of Task
<p>focused; Maslow's hierarchy of needs behaviourism; attachment theory and the RESPECT programme.</p> <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. • 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. • To adhere to the policies for confidentiality and the sharing of information. 	
<p>Direct Work:</p> <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. • Supporting young people to access positive activities/groups and to engage in alternative educational provisions where appropriate. • 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. • 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. • Use professional judgement to signpost and complete referrals for further support (i.e CLIMB, CLD, CAMHS, Branch project). • Identify and respond effectively to a range of safeguarding issues. • To liaise with relevant agencies in the implementation of specialised support programmes. • 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"> • Ongoing
<p>Completing administrative task:</p> <ul style="list-style-type: none"> • Completing Early Help Assessment, Young Carer's Assessment. • Completing risk assessments, action plans, contact summaries and final reports in line with the early help workflow chart and meet timely deadlines. • To be personally responsible for maintaining a high standard of record keeping and completion of all necessary administrative procedures. • Attending monthly supervision with your line manager. • Attend monthly signs of safety group supervision. • Completing relevant referrals to outside agencies as well as MARFs in line with the right help right time guidance. Be able to have the confidence to professionally challenge and escalate with own agency and beyond when necessary. 	<ul style="list-style-type: none"> • Ongoing

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Complete Graded Care profile 2 when relevant. Complete Child Exploitation Risk Assessment where appropriate. Complete reports for multi-agency meetings when required. Complete all Herefordshire council mandatory training, including signs of safety training 	
<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
<ul style="list-style-type: none"> To keep full, accurate and up to date records 	<ul style="list-style-type: none"> Daily
<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



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Maintain daily recordings of work undertaken with service users, 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"> 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 Early Help Assessments 	<ul style="list-style-type: none"> Frequently
<ul style="list-style-type: none"> Complete 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"> Chair Team 'Around the family meetings' 	<ul style="list-style-type: none"> 6 Weekly
<ul style="list-style-type: none"> Complete Child Exploitation risk assessments 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Facilitate parenting groups such as Triple P and Solihull 	<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 Early Help Assessment Lead Professional or practitioner and attend multi agency meetings. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To complete return home interviews. 	<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 framework and Early Help Practice 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 Early 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 right help right time thresholds at level 3 and 4 	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.

