

Job Description**Fostering Duty Family Support Worker****Home Finding and Fostering**

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	Hereford, Plough Lane
Responsible to:	Team Manager

Main purpose of the role

- To work directly with foster carers and supported lodgings providers (SLP) to secure short, long term and permanent foster placements for young people.
- To work directly with Foster Carer and SLP families who are experiencing difficulties and need support through transitions, for young people.
- To support the sourcing, negotiating and commissioning of high-quality cost-effective care, health and support services to service-user groups across children's wellbeing.
- The post-holder will be expected to work to current and new legislations, policy guidance nationally and locally. In addition, the post will need to work independently across wider services and linking with other organisations as required.
- To operate flexibly within the wider Team to ensure that priorities are delivered proactively, adapt to changing demands, and provide cover to ensure business continuity.
- This role is primarily office based and can work from home with the approval of the manager.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • The job holder will be required to work within the framework of the Children Act 1989, Fostering Regulations and National Minimum Standards for Foster Carers, Directorate policies and procedures and Herefordshire Safeguarding Children Board guidelines. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • The post holder will develop high quality and responsive services that will deliver improved outcomes particularly for vulnerable children including their families and carers. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • The post holder's main work programme will focus on delivering an effective searching and contacting internal foster carers for placements and related support services. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • Search for and identify suitable planned, urgent and emergency, placements or related services for individual looked after children, care leavers, disabled children or children with complex needs 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • Guide and support internal foster carers through referral and placements processes and act as one of the main contacts for internal placements and related services. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • To provide carers with practical help, advice and guidance including the management of challenging behaviour, attachment difficulties, play skills, self-care skills, hygiene and nutrition and 	<ul style="list-style-type: none"> • Daily



Key Duties and Responsibilities	Frequency of Task
preparation for independence.	
<ul style="list-style-type: none"> The post holder will need to work independently and as part of a wider team, using their initiative and communication skills in a fast-paced environment to secure agreement from stakeholders where necessary in completing key pieces of work. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To support with the running or setting up of support groups including supporting the department with training delivery. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Contribute to the development and maintenance of data and intelligence to support Service Manager in understanding the local needs. 	<ul style="list-style-type: none"> Quarterly
<ul style="list-style-type: none"> To support with pre-placement agreements and discussions, Placement Planning meetings and related services in a consistent and timely manner 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Support the Duty Team Manager to ensure that placements are compliant within their terms of approval, including escalating any safeguarding or quality concerns. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ability to develop and promote positive relationships with foster carers, staff and wider services. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Work closely and flexibly with the colleagues in the team so that placements business continuity is assured, including managing occasional emergency service requests beyond normal office hours 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure accurate and timely records are completed in respect of all placements of children and young people with internal providers including updating any ICT systems e.g. Excel, Mosaic, SharePoint etc. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Keep up to date with current national, regional and local guidance and legislation relevant to children's placements and related services 	<ul style="list-style-type: none"> Quarterly
<ul style="list-style-type: none"> Ensure that work is delivered within agreed timescales and resources and to agreed outcomes. To support with quality monitoring visits if needed with the Supervising Social worker. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To attend team meetings, and other relevant meetings, staff training and development courses for personal and professional development in meeting the changing demands of the job. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To promote equal opportunities for children and young people, and anti-discriminatory policies and practice. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Any other duties as delegated, commensurate with the nature of the job and level of responsibility. 	<ul style="list-style-type: none"> Daily

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Educated to NVQ level 3 or 4 in a relevant field or significant relevant experience in the majority of skills listed above. [HC07] GCSE grade C or above, or equivalent in literacy. [HC06] 	Essential	A, I
<ul style="list-style-type: none"> Negotiation Skills 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of working across agencies in the delivery of Social Care / Health / Education 	Essential	A, I
<ul style="list-style-type: none"> Experience of working directly with children and young people and their families, including children with additional needs. 	Essential	A, I
<ul style="list-style-type: none"> Experience of working in a fast paced environment. 	Essential	A, I
<ul style="list-style-type: none"> Proven ability to negotiate and co-ordinate services to maximise efficiency and prioritise available resources and capacity. 	Essential	A, I
<ul style="list-style-type: none"> Experience of prioritising and managing own workload. 	Essential	A, I
<ul style="list-style-type: none"> Ability to develop and maintain effective records, reporting systems and quality assurance. 	Essential	A, I
<ul style="list-style-type: none"> Ability to travel throughout Herefordshire, and beyond on occasion. 	Essential	A, I
Skills and Abilities		

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Excellent IT skills to input and monitor service delivery e.g. Excel, Mosaic, and SharePoint etc. 	Essential	A, I
<ul style="list-style-type: none"> Understanding of child development and manage complex and stressful situations and environments, to work on own initiative and under supervision. 	Essential	A, I
<ul style="list-style-type: none"> Skills in direct work with children and young people. 	Essential	A, I
<ul style="list-style-type: none"> Ability to communicate effectively in a Multi–Agency context. 	Essential	A, I
<ul style="list-style-type: none"> Ability to negotiate provision of services as well as changes to service levels. 	Essential	A, I
<ul style="list-style-type: none"> Ability to prioritise personal workload, work independently and meet deadlines. 	Essential	A, I
<ul style="list-style-type: none"> To work as part of a team unsupervised. 	Essential	A, I
Other Factors		
<ul style="list-style-type: none"> Ability to travel within and outside of County if required. 	Essential	A, I
<ul style="list-style-type: none"> Requirement to work outside office hours when needed 	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.

