

Wirral Council: Job Role Descriptor

Job Role:	Family Worker
Service:	Children's Services
Reports to:	Team Leader
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	PC0068G
Job Family:	People Care
Proposed Grade:	Band G

JOB ROLE PURPOSE

To provide a range of evidence-based interventions which support children, young people and families across the 0-19 age continuum ensuring they receive appropriate, timely, outcome-focused support which improves their outcomes and prevents escalation of need.

KEY TASKS

1. Work in partnership across Children's Services and with other agencies to deliver support to children, young people and families which is targeted, co-ordinated and meets identified need.
2. Undertake holistic assessments and observations of family situations using the relevant assessment and observation tools which are outcome focused and take sufficient account of individual needs and all types of diversity.
3. Plan, deliver and review individual programmes of support; ensuring that vulnerable children, young people and families achieve better outcomes leading to improved life chances.
4. To manage a diverse caseload, taking the role of Lead Professional as appropriate, working in a creative, flexible and positive manner. As a champion for children and families, this will include being confident to offer healthy challenge when appropriate.
5. To provide intensive support to children and families, this may mean daily contact in the family home or community venues, using a range of skills and approaches to engage them in positive change which will improve their outcomes and life chances.
6. To work flexibly across 7 days, including evenings and weekends to meet the needs of children, families and the service. This may include a duty rota supporting the wider Children's Service needs.

7. Deliver and facilitate groups (e.g. Nurture Parenting and Gateway) as required or deliver and facilitate supervised contact where deemed appropriate to the needs of the service, child and family.
8. To actively participate in performance management and quality assurance activity in relation to own caseload and work.
9. Accurately record and maintain clear, concise and high-quality case management and other records to enable preparation of necessary reports to a range of forums in accordance with Service, Departmental and corporate standards.
10. Work in accordance with Wirral's policies and procedures including the data protection act, appropriate statutory legislation, regulations and guidance with particular reference to Wirral's Safeguarding and Child Protection procedures.
11. At all times to act as a positive role model for children, young people, parents and colleagues, representing Children's Services in a professional and dynamic manner.
12. Recognise, identify and manage risk associated with keeping children and young people safe, escalating and seeking advice on any issues relating to safeguarding.
13. To participate in supervision to ensure reflective practice which is outcomes based and evidence focused.
14. To be committed to continued personal and professional development, keeping abreast of practice guidance.
15. To carry out other duties as may be required by the Director of Children's Services or such Officer as authorised by the DCS.

KEY RESPONSIBILITIES

People

Undertake assessments in partnership with children, young people and families, using a multi-agency approach to affect and sustain positive change for all.

Engage with families to support them to meet the needs of their children through group or individual case work, assuming the role of Lead Professional as appropriate when the complexity of needs requires a co-ordinated multi-agency intervention.

Build and sustain relationships with children and their families and to ensure their views are taken into account and that practice is child-centred.

Build positive working relationships with a variety of individuals (e.g. children, young people and families, colleagues, external agencies and stakeholders).

Communicate effectively with service users and other professionals from a wide range of voluntary and statutory agencies.

An active participant of the team and the overall service, working as a team player and assisting in the development of the service, which may include the delivery of training.

Undertake work with children, young people and families both individually and as part of the Team Around the Family (TAF) or other appropriate framework.

Establish and maintain excellent communication and effective working relationships with individuals across the Children Services and wider children's workforce.

When appropriate, make decisions as Lead professional in regards to support options to address complex issues/cases.

Share best practice and ensure a multi-disciplinary approach is embedded.

Attend court as a witness where necessary.

Prepare and write reports.

Financial

Ensure the appropriate and effective use of resources.

Frequently be involved in challenging discussions about young people's / families' behaviours that may impact on their own financial outcomes now or in the future.

Accurately record all required information directly into the agreed case management system within agreed timescales to support the collection and analysis of performance and financial data.

Strategic

Support a service that provides an intensive person-centred intervention, in partnership with non-statutory, statutory, voluntary and independent sector organisations.

Participate in achieving performance targets and outcomes.

Influence and interact both internally and externally, representing and championing the service in order to develop new relationships, secure partnerships for collaborative working and deliver shared objectives.

Support the identification of changes, trends and emerging initiatives, recommending innovative approaches to service delivery to senior management.

Ensure compliance with organisational policy and procedure, regulatory and legislative frameworks such as Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children and statutory duties.

Resources

Provide interventions which should facilitate cost avoidance and best value for money for the local authority. No designated responsibility for the commitment of other resources.

Support the service, and where the needs are identified, maintain an effective and safe service through the flexible use of resources.

Work within multi-disciplinary working arrangements and optimise efficiencies.

Planning and Organising

In conjunction with the line manager, plan, organise and review own work.

Be autonomous and professionally flexible.

Ensure that appropriate deadlines are met and that due consideration is taken of performance indicators/management.

Be actively involved and consult with children and families when planning and carrying out work.

Adopt a flexible approach to meet changing priorities, including working hours and locations as required.

Work as part of the team to ensure that key performance outcomes for the team, the Service and Council are achieved.

Forward plan group work and other programmes for working with children, young people and families.

Plan own diary and work schedule taking responsibility for tasks and timescales.

Decision Making

Carry out work within agreed policies, procedures and governing legislation.

Work under own initiative and as part of a team using initiative and supporting others where appropriate, and understanding when to seek advice from managers.

Manage decision-making to ensure mitigation of risks and prioritisation.

Support others with complex decision-making.

Be creative in finding new approaches to engage families and work creatively with colleagues.

Work as appropriate in an autonomous manner identifying resolutions and resolving potential problems.

Escalate issues through the line management where necessary in a timely and appropriate manner.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Continuing Professional Development (CPD)
- NVQ Level 3 or equivalent in a relevant field, i.e. social care, childcare, health, working with families etc

Knowledge and Skills:

- Evidence of understanding the complexity of issues locally and nationally pertaining to management of, at risk, vulnerable young people with complex multiple issues.
- Demonstrate excellent interpersonal skills and communication skills and the ability to interact and engage with children, young people and their families and key partners across the children's workforce.
- Ability to recognise and address differing priorities confronting multi-disciplinary working.
- Ability to work autonomously as a lone worker as well as part of a team to tight deadlines and manage multiple demands.
- Ability to facilitate meetings and undertake consultations with other professionals/service users/carers/families and promote partnership working.
- Ability to write reports and maintain records, including data capturing systems.
- Demonstrate experience of successful multi-agency working and evidence and outcome based approach.
- Understanding of local authority children's social care and child protection work.
- Ability to risk assess and manage potential and actual conflict situations.
- Commitment to anti-discriminatory practice.
- Computer literate.

Experience:

- Operational experience of managing complex cases and workloads.
- Proven experience of directly working with young people aged 0-19 years.

- Assessing family situations, developing individual packages of support and translating them into effective integrated support plans aimed at supporting young people and their families.
- Following safeguarding procedures.
- Maintaining confidentiality, sharing information appropriately and professionally.
- Exercise emotional intelligence and demonstrate a developing emotional resilience in relation to the job.

Desirable Criteria

Qualifications:

- Evidence of post qualifying training in a relevant field for example Cognitive Behavioural Therapy (CBT).
- NVQ Level 4 Working with families or equivalent in a relevant field, i.e. social care, childcare, health, etc.

Knowledge and Skills:

- Extensive knowledge of relevant legislation and legal frameworks.
- Ability to negotiate and influence across organisational boundaries to deliver person-centred services for young people and their families.

Experience:

- Experience in a specialist area such as drugs and alcohol, counselling, housing, etc.
- Delivering group work with young people and / or families.
- Delivering training programmes.
- Working with young people who demonstrate challenging behaviours.
- Assessing risks in working with children and families.
- Proactively seeking opportunities for service improvement and solution finding.

ADDITIONAL WORK ELEMENTS

Ability to work flexibly across 7 days, including evenings and weekends according to service needs

Able to travel inside and outside the Borough of Wirral.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Elizabeth Hartley

Date 27.7.18
