

## Job profile

### Service and job specific context statement

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|------------------------|-------------------------------------|
| <b>Directorate:</b>    | Children and Young People's Service |
| <b>Service:</b>        | Children and Families – Early Help  |
| <b>Post title:</b>     | Children and Families Worker        |
| <b>Grade:</b>          | H                                   |
| <b>Responsible to:</b> | Practice Supervisor Early Help      |
| <b>Staff managed:</b>  | None                                |
| <b>Date of issue:</b>  | October 2018                        |
| <b>Job family:</b>     | <b>C&amp;S - Care &amp; Support</b> |

### Job context

As part of the Children and Young People's Service you will be working with colleagues who have a commitment to shared values and the common purpose of developing a culture of inter-agency working; including statutory bodies, third and private sector organisations.

The Service will reflect the needs of the communities that it serves. This will require staff at all levels being able to work flexibly to include early morning, evening and weekends and in different venues.

All staff will have a commitment to integrated working, involving good interagency working that requires positive relationships with partner services, agencies and organisations. The post holder will do this within an overarching strengths based approach and within the Signs of Safety framework.

Under the direction of the practice supervisor, the Children and Families worker will deliver a range of task centred, evidenced based interventions across children and families service including those that move into safeguarding and looked after children (where accountability sits with the allocated qualified social worker ) to support children, young people and families to achieve positive and sustainable outcomes. This will include implementing, delivering and evaluating interventions on an on-going basis.

Where cases meet criteria sufficiently complex to require a child in need assessment there should be agreement by the Practice Supervisor Early Help to hold a step up discussion with the social work team who holds responsibility for statutory risk.

Work may be carried out in NYCC premises, in children's homes, or in other venues.  
Delivery of services is via a locality hub based model.

The post holder will require:

- DBS clearance
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English

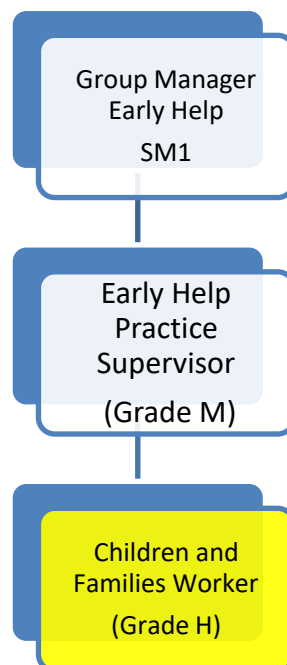
### Job specifics

- Successfully engage, build and maintain positive relationships with young people and 'others', whilst at the same time balancing the requirement to (without alienating them), effectively and appropriately challenge the attitudes and behaviours of young people and those of 'others' in order to implement solutions that effectively reduce identified risks and vulnerabilities.

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- Work with children, young people and families to provide effective support, influence behaviour and improve outcomes. Promoting the normal development of children and young people.
- Support children and families, providing support across the full range of Children and Families' services.
- Complete early help assessments and plans for cases allocated by the Practice Supervisor ensuring where cases increase in complexity issues are discussed.
- Ensure children's rights are upheld.
- Work to safety plans and ensure the well-being of families when mainstream support networks are unavailable
- Contribute to the planning and development of services in response to statutory developments and service users' wishes.
- Identify personal and social issues that shape and influence children and young people's lives, their development and the choices they make, understanding the influences on child development which can arise within communities including possible influences of social exclusion and discrimination.
- Able to empathise from a young person's perspective and also understand how this might affect the wider context through the eyes of 'others' (e.g. parents, carers, siblings, school, employers etc.)
- Promote the importance of the home learning environment, early attachment, bonding and early communications play and awareness of early brain development.
- Support children and young people through key stages of transition and promote statutory education.

## Structure



## Job profile

### Job Description

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| <b>Job purpose</b>   | <p>To deliver and implement agreed strategies and support for early intervention, safeguarding and looked after children, and support within a specified service/designated area following the journey of the child where appropriate.</p> <p>Working in partnership with parents, children, carers, young people and their families to improve outcomes for them through the provision of targeted and evidenced based interventions.</p> <p>To support children, young people and their families at times of need, including early mornings, evenings and weekends.</p>  |
| <b>Operational management<br/>Child and Young<br/>Person<br/>Development</b> | <ul style="list-style-type: none"> <li>• Case hold early help cases under the direction of the Practice Supervisor Early Help who will maintain oversight and accountability for all cases through professional and reflective supervision. Complete Early Help assessments and family intervention plans which include evidenced based interventions, ensuring agreement and authorisation by the Practice supervisor at all identified stages.</li> <li>• Supporting the allocated Social Worker and under the direction of the Practice Supervisor deliver agreed evidenced based interventions working across, safeguarding and looked after children maintaining fidelity and ensuring effective monitoring of outcomes, contributing information to support statutory assessments of children, young people and families and development of plans.</li> <li>• Deliver emotional and practical support to children, young people and families in order to enable the development of skills and knowledge to achieve positive outcomes and improve life chances.</li> <li>• Maintain and update case notes and other records, and write reports.</li> <li>• Work with children and young people on social interaction skills, risky and emotional behaviour, and to support and promote engagement.</li> <li>• Promote emotional wellbeing via planned interventions with children, young people and their parents/carers.</li> <li>• Contribute to child care reviews and child protection conferences, interpreting progress and expressing an opinion in writing.</li> <li>• Undertake both group work and regular one to one sessions with young people and families to develop and enhance parenting skills and build relationships using evidence based models of intervention.</li> <li>• Undertake and complete Life Story Work with children, their families and carers. This includes therapeutic direct work and support in line with the model of practice.</li> <li>• Providing support/pro-social modelling around skills development, problem solving and encouragement, in order to achieve positive and sustainable outcomes.</li> <li>• Understand your own role and its limitations and the importance of providing care or support, ensuring clear direction is sought from your Practice Supervisor at all times</li> <li>• If required, give evidence in court in relation to care or other proceedings.</li> <li>• Offer advice and guidance in respect of services offered by the Children and Families Service.</li> <li>• Use approaches that young people relate to and respond positively with, that will resolve conflict and tension between adults and young people within community settings including outreach, detached work and restorative practices.</li> </ul> |

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| <b>Communications &amp; Engagement</b>              | <ul style="list-style-type: none"> <li>• Establish rapport and respectful trusting relationships with children, young people and their families to ensure effective engagement and maximise participation in services.</li> <li>• Secure consent and maintain engagement with parents and children/young people to ensure assessments and plans are completed and agreed outcomes are delivered.</li> <li>• Encourage parents and children/young people to take part in assessment and planning processes as appropriate.</li> <li>• Promote children, young people and their family's participation in decision making, ensuring the wishes and feelings of parents/carers, children and young people are reflected in plans, service delivery and service development.</li> <li>• Lead in non-complex family meetings to agreed outcomes and review and monitor progress.</li> <li>• Encourage children, young people and families to share information.</li> <li>• Promote emotional wellbeing, healthy lifestyle, personal safety and positive family development.</li> <li>• Establish effective consultation / feedback mechanisms for children, young people and families to ensure their views of service delivery and development are effectively captured.</li> </ul> |
| <b>Partnership / corporate working Multi Agency</b> | <ul style="list-style-type: none"> <li>• Liaise as appropriate with other agencies in the locality e.g. schools, health, police.</li> <li>• Contribute to the delivery of current and emerging key programmes/priorities.</li> <li>• Liaise and work closely with statutory and voluntary agencies.</li> <li>• Signpost and direct children, young people and families to appropriate multi- agency support.</li> <li>• Work in partnership and offer non-judgemental support to children, young people, families, parents/carers, school staff and other agencies.</li> <li>• Chair non-complex, multi-agency meetings as agreed by the Early Help Practice Supervisor co-ordinating the delivery of an agreed intervention plan, seeking advice, guidance and direction where cases become more complex</li> <li>• Co-work and co-ordinate with other agencies in the facilitation of Parenting Programmes.</li> <li>• Work with partners to intervene and provide targeted fixed term responses and solutions to situations of conflict, breakdown or similar problems that arise within communities involving children, young people and families.</li> </ul>   |
| <b>Resource management</b>                          | <ul style="list-style-type: none"> <li>• Engage in regular casework supervision for all open cases in accordance with the new supervision framework policy, seeking advice, guidance and direction from the Practice Supervisor as cases become more complex and may need escalating.</li> <li>• Engage in group and peer supervision to support learning and development.</li> <li>• Maintain a sound knowledge of relevant legislation, research and practice and take responsibility for your own professional development.</li> <li>• Ensure continued personal development to maintain knowledge and skills around evidenced based assessments and intervention.</li> <li>• Work within agreed budgets, targets and performance indicators.</li> <li>• To contribute to daily local arrangements, responding to issue relating to operational responsibilities e.g. NYLAF applications.</li> </ul>   |
| <b>Systems and information</b>                      | <ul style="list-style-type: none"> <li>• Ensure service information is available to services users, their families and the general public as appropriate.</li> <li>• Understand the importance of sharing information, how it can help and the dangers of not doing so.</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>Understand the importance and work with issues of consent and circumstances that can require statutory intervention and comply with the procedures for obtaining consent from young people and their families.</li> <li>Complete evaluations on group work sessions and ensure Family Feedback questionnaires are completed at the case closure point, using appropriate systems to capture this information.</li> <li>Assist in quality assurance procedures and give support to monitoring, recording and evaluation systems in line with policy guidelines.</li> <li>Ensure that comprehensive records are maintained through accurate and timely recording of interventions and other relevant data on both written and electronic systems.</li> <li>Maintain accurate and up-to-date casework records in line with the agreed minimum recording standards and input onto the designated management information system.</li> <li>Use of the County Council's relevant Management Information System(s). Ensure policies, procedures and practice standards are adhered to.</li> <li>Adhere to professional and organisational procedures on confidentiality and maintaining appropriate boundaries with service users and their families.</li> </ul> |
| <b>Supporting transitions</b>                                | <ul style="list-style-type: none"> <li>Support children young people and families through key transitional stages.</li> <li>Deliver short term intervention packages to; reduce exclusions, anti-social behaviour, move young people from Not in Education, Employment and Training (NEET) to Education, Employment and Training, interventions identified within youth outcomes panels and Elective Home Education.</li> <li>Ensure activity around these interventions is appropriately captured on relevant systems.</li> <li>Encourage parents/carers to access appropriate parenting courses that will enable them to support their children through transitions.</li> </ul>   |
| <b>Safeguarding &amp; Promoting the welfare of the child</b> | <ul style="list-style-type: none"> <li>To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.</li> <li>Work in partnership with those co-ordinating Missing Children and other agencies to locate/trace missing children and support the young person to return home. Complete the Missing from home interview and where appropriate act on the information given by completing a referral into relevant services to meet needs.</li> </ul>   |

## Person Specification

| Essential upon appointment   | Desirable on appointment  |
|--|---|
| <b>Knowledge</b> <ul style="list-style-type: none"> <li>Knowledge about policies and procedures including those related to safeguarding, and equality and diversity.</li> <li>Knowledge and understanding to deliver intervention to children in need of help and those on a child protection plan</li> <li>An in depth understanding of the developmental needs of children and young people.</li> <li>An understanding of local and national issues affecting children and young people.</li> <li>Good knowledge of principles of effective engagement with children, young people and families.</li> <li>Good knowledge of the principles of safeguarding children and young people.</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge of the legal framework for working with children &amp; families.</li> <li>Knowledge of the principles of effective practice.</li> <li>Knowledge of evidenced based interventions.</li> </ul> |



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| <ul style="list-style-type: none"> <li>• Basic knowledge of the principles of Restorative Practice and Solution Focused work.</li> </ul>   |   |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Recent relevant experience of working with children or young people.</li> <li>• Experience of working with hard to engage children and young people and/or their families in service development and delivery.</li> <li>• Experience and understanding of inter-agency and multi-disciplinary working to deliver joint outcomes.</li> <li>• Experience of completing and contributing to assessments and plans.</li> </ul>   | <ul style="list-style-type: none"> <li>• Dealing with challenging behaviours</li> <li>• Experience of delivering strengths based solution focused interventions/ programmes to children, young people &amp; families. e.g. incredible years, family links strengthening families</li> <li>• Experience of delivering Life story work</li> <li>• Experience of co-ordinating services on behalf of children, young people and families.</li> </ul> |
| <p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to positively engage resistant families to effect change and influence behaviour.</li> <li>• Ability to form and maintain appropriate relationships with children and young people whilst maintain appropriate professional boundaries.</li> <li>• Excellent appropriate communication skills: written and oral, to engage effectively with children, young people and families.</li> <li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.</li> <li>• Competent in the application and use of management information systems and information technology including use of email, internet, accessing information from databases and computer software packages.</li> <li>• An awareness of children and young people's needs and the ability to reflect on practice and be able to identify positive strategies and outcomes.</li> <li>• Ability to demonstrate strategies to challenge discrimination and prejudice.</li> <li>• Presentation skills – able to present on behalf of children and young people.</li> <li>• Ability to encourage and motivate others to make appropriate changes</li> <li>• Organisational skills to be able to plan, carry out and evaluate interventions to strict timescales.</li> <li>• Ability to keep accurate records and maintain administrative systems and records to strict timescales.</li> <li>• Case management skills including consent, case recording and information sharing.</li> <li>• Able to make decisions within own area of responsibility.</li> <li>• Effectively identify workable solutions.</li> </ul> | <ul style="list-style-type: none"> <li>• Influencing and negotiating skills.</li> <li>• Basic advocacy</li> <li>• Multidisciplinary working.</li> <li>• Inter-agency collaboration.</li> <li>• Ability to plan programmes of work with children and their families.</li> <li>• Trained in approaches to Therapeutic Crisis Interventions, Motivational Interviewing. Life Story work or Restorative Practice</li> </ul>                           |
| <p><b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b></p> <ul style="list-style-type: none"> <li>• Level 3 qualification in an appropriate subject or equivalent experience.</li> </ul>   | <ul style="list-style-type: none"> <li>• A relevant level 3 professional qualification related to working with children/young people or family setting.</li> </ul>  |

## Job profile

### Other Requirements

- Emotional resilience in working with challenging behaviours and negative attitudes to authority.
- Ability to engage in reflective practice.
- Willingness to participate in appropriate levels of training and staff development.
- Ability to form and maintain appropriate relationships with children young people, staff teams and appropriate agencies across a community.
- Self-motivated, able to work on your own initiative.
- Ability to travel across the county for business purposes.
- Flexibility to allow for daytime, evening, weekend and residential work in order to meet the needs of service users.

### Behaviours

[Link](#)

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.