Job Summary

Post Title	Family Support Worker	**Pay Grade**	G5
Directorate **Service Area**	Children's Services	**Line Manager**	Early Help Assistant Team Manager
Work style **Location**	Mobile Countywide	**Job Family & Role Profile**	PC05O
DBS Check Required?	YES If YES state level of DBS required: Enhanced DBS, Children Workforce and Children's barred list check		

Section 1: Job Purpose and Job Context
Work directly with children, young people, their families as part of a team alongside other professionals managing a caseload, delivering direct work, creating supportive professional networks and identifying and reducing safeguarding concerns through a 'whole family' approach.
Section 2: Main Responsibilities and Duties
▪ Carry out all duties with an understanding of Safeguarding requirements. ▪ Work directly with children, young people their families, in their homes, settings or agreed locations, building positive and effective professional relationships to influence change. ▪ Work as part of the team around the child alongside other professionals, in some instances playing a lead professional role, as appropriate to support their individual needs and development. Provide professional support to colleagues and partners. ▪ Coordinate and chair team around the child meetings as appropriate. ▪ Managing a caseload of families facing complex issues. Conducting assessments of children's circumstances and the issues they face to determine the appropriate level of intervention, escalating risk as appropriate through agreed process. ▪ Plan and implement interventions for allocated cases including direct intervention, modelling, guidance, and providing information to enable family to make progress. ▪ Working with schools as a link worker ▪ Monitor the impact of intervention and review progress of cases within individual caseload. ▪ Work proactively with autonomy in relation to the delivery of non-statutory intervention and undertake activity in relation to more complex, statutory cases under supervision of a qualified social worker. ▪ Liaise as appropriate with other professionals to gather information and provide advice and guidance to support children and young people and co-ordinate interventions where required. ▪ Proactively develop professional knowledge, skills and behaviours and support others in their development. ▪ Advocating on behalf of child, young person and families as required. ▪ Maintain properly documented and accurate case files, records and client information, in the correct format and location and in compliance with legislation and best practice. ▪ Work collaboratively with a range of internal and external partners to ensure children, young people and families transition successfully between universal, targeted and statutory services. ▪ Use initiative to deal with issues and respond appropriately, including seeking advice and support when required.

- Be aware of the Council's aims, organisational values and behaviours and their impact on this post. Participate in the Council's performance management processes.
- Carry out the duties of the post in accordance with the Council's diversity policy.
- Carry out all duties and responsibilities with reasonable care for your health and safety and other persons who may be affected by your acts or omissions at work and to co-operate fully with the County Council in health and safety matters.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: **Knowledge, Skills and Experience** ***(use job family to complete)***	**Job Specific Examples**	**Essential**	**Desirable**
Experience of working with vulnerable children, young people and families in the public, private or voluntary sector (such as Childcare, Health, Social Care, Youth Justice, Education, Youth Work or other relevant field		✓	
Experience of working in a multiagency/multi-disciplinary environment with statutory and non-statutory partners		✓	
Good knowledge of legislation, procedural and inspection frameworks and issues relating to the client group and the ability to relate theory to practice.		✓	
Ability to manage and prioritise workloads, maintain accurate records and appropriately handle confidential information		✓	

Sensitivity and empathy to build rapport and trusting, supportive relationships with children, young people and their families.		✓	
Skills to influence, persuade and motivate families and other professionals.		✓	
Experience of case management & assessment frameworks.		✓	
Ability to work with partners from a wide range of agencies and co-ordinate support to provide an effective service to children young people and their families.		✓	
Ability to support colleagues and work as part of a team.		✓	
Ability to use relevant implementation methods in order to bring about change.		✓	
Reflective attitude to work, being able to reflect on own performance in order to ensure the development of self, colleagues and the service.		✓	
Experience of using professional knowledge to work within referral systems according to established criteria.			✓
Ability to work on his/her own initiative with complex issues.		✓	
Having the resilience to work with complex and challenging issues in child and family work.		✓	
Clear, confident and appropriate interpersonal communication skills.		✓	
Proven ability to build and maintain effective working relationships at all levels.		✓	
Ability to analyse, summarise and record relevant information clearly and concisely so that information can be easily understood by users and colleagues.		✓	
Commitment to anti-discriminatory practice and ability to apply this through their practice.		✓	
Ability to use appropriate work systems & good ICT skills including use of Microsoft applications.		✓	
Qualifications		**Essential**	**Desirable**
A relevant qualification at Level 4 and/or significant expertise and relevant experience in the service area		✓	
Evidence of continuing professional development		✓	
Other Requirements		**Essential**	**Desirable**
The job involves travel for business purposes Use of private transport for business travel is expected to occur most weeks (4-5 days) Access to/use of a vehicle is an essential requirement		✓	

Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	✓	
Ability to work unsociable hours on occasion	✓	
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.	N	N/A
All posts that need an enhanced or standard DBS check This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020). For further information on filtering please refer to *Nacro guidance (nacro.org.uk)* and the *guidance published by the Ministry of Justice* (see, in particular, the section titled 'Exceptions Order').	Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

Additional Information for Job Evaluation

The information provided hereafter is required for job evaluation purposes only, and does not form part of the job summary and should be removed prior to using the job summary for recruitment advertising or selection processes.

New Role	No	**Grade**	G5
Post number(s)	Insert SAP post number(s) if this is in relation to existing post(s).	**If not a new role, what is the legacy council?**	N/A

Communicating and Influencing

Which of the following components is likely to be required of the job holder (tick all that apply):

✓	**Component**	Activities	End Result
X	Courtesy	Communicating skills less important than procedural skills. 'Getting along' with people effectively.	Customer/contact is well treated
X	Tact		
X	Provide information		
X	Understand	Uses technical knowledge to cause action or acceptance. Group leaders/technical supervisors/technical negotiators	Action or acceptance
X	Influence		
X	Rational arguments		
X	Develop	Skills critical in changing behaviour of others. Most managers/negotiators/mediators	Behavioural change
X	Motivate		
	Inspire		

With whom does this role have regular work contact? Internal/external customers, clients, partnership organisations and external bodies)

Which key stakeholders does is role have to work with to be successful? (if same as above please state).

Planning

What sort of deadlines does this role work to? (tick all that apply):	✓	**Job Specific Examples**
Short term (1-6 months)		Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to ensure that timescales and targets are achieved.
Medium term (up to 12 months)		
Long term (1 year plus)		

Forward planning requirements (tick all that apply):	✓	**Job Specific Examples**
Up to 3 months		
1 year		
3-5 years		

Problem Solving

Job holder will: (tick the closest fit, please do not select more than one option):	✓
Work with exact instructions, with minimal or no latitude to deviate from these	
Work with specific instructions and standards, with some predefined options to choose from	
Work with well defined, somewhat diversified procedures, with the requirement to prioritise and organise work	
Be told what to do with options on how, post holder will have choice over which procedures to use and in which order to use them	X
Be told what to do, free to think about how, post holder will need to develop procedures and processes	
Be told what to do in very broad terms, post holder will need to develop plans, set priorities, and develop processes to achieve objectives	

Job holder will use the following thought processes: (tick all that apply):	✓	Overview
Recognise/recall		'This is the answer'
Sort		'Which is the answer?'
Search		'Where is the answer'
Analyse		'Is this the right question?'
Interpret		
Evaluate		

Decision Making and Accountability

Level of supervision will be (tick the closest fit, please do not select more than **one** option)**:**	✓
Closely controlled, on a continuing or hourly basis	
Controlled, less stringent, allows scope to follow standing instructions until told otherwise	
Standardized. Supervisor checks in both on a periodic basis and after the fact.	
Generally regulated. Review may be at the end of the day or week and is after the fact. Assignments specify both 'what' and by 'whom'	X

Clearly directed. Achieves objectives within approved plans. Post holder determines 'how' and 'when'. Monthly/annual focus.	
Generally directed. Establishes end results and annual objectives for service/directorate. Takes action and commits resources.	

If this role manages a budget please state the size of the budget: N/A

If this role monitors a budget please state the size of the budget: N/A

How many direct reports does this job have in its reporting line? (if none please state). *None*

Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., 2x Range 3 BCC, 1x Range 2 AVDC, 1x Range 4 WDC)*

How many indirect reports does this job have in its reporting line? *None*

If the role does not manage/monitor a budget or manage staff please indicate the nature of the role choosing the closest fit from the below options.

Description: (tick the closest fit, please do not select more than **one** option)	✓
Ancillary - Provides incidental support services, which may include simple tasks such as filing, cleaning for example	
Supportive - Provides support service usually of an informational/recording nature within a department, OR operates/maintains secondary or support equipment or machinery	
Operational - Provides a support service of a facilitating or interpretative nature across one or several departments OR operates/maintains major technical equipment OR coordinates practical/personal support services, typically through others to groups of clients	
Analytical – Provides a specialized service, usually of an analytical, diagnostic and advisory nature OR operates/maintains critical, highly complex equipment or systems that are core to the business	X
Guiding – Leads an identifiable area of activity such as employee teams/projects within well defined parameters OR provides advice and guidance within an area of expertise at the framework/policy development level	
Effecting – Delivers results from operations comprising multiple related teams performing diverse activities OR ensures the delivery of strategic programs OR leads the provision of functional policies and frameworks that enable organisational performance	

What are the top three key decisions this role would be responsible for?

1. Managing a caseload of families facing complex issues

2. Carry out all duties with an understanding of Safeguarding requirements

3. Plan and implement interventions for allocated cases and conducting assessments of children's circumstances and the issues they face to determine the appropriate level of intervention

What decisions are referred to the line manager?

1. Escalate risk when conducting assessment for children and families and level of intervention required

2. When dealing with activity in relation to more complex, statutory cases

3. Experience of using professional knowledge to work within referral systems according to established criteria

Re-Evaluations
Where this is an existing post, please identify the changes to the post since it was last evaluated:

Any other information
Please use this area to provide any other relevant information that is not covered elsewhere.

Please add an organisational structure chart to the job evaluation request if this is available.