

FAMILY SUPPORT WORKER (CAREER GRADES E & F)

Role Profile



Title	Family Support Worker (Level 1)	
Grade	GRADE E	
Reference:	N535	
Reports to:	Practice Manager (Targeted)	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	<p>To safeguard and promote the welfare of children, young people and families and to deliver high quality family support, assessment and interventions for the most challenging and vulnerable families (in accordance with Children Act 1989/2004, Crime and Disorder Act , Housing and Regeneration Act, Anti-Social Behaviour Act and other relevant legislation).</p> <p>To contribute to Plymouth's Early Help and Targeted Offer, as well as the Troubled Families Agenda and Plymouth's Early Help and Family Support Agenda, to reduce risk and prevent the need for statutory intervention, acting as a lead professional where appropriate.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Delivering a range of high quality out-come focused interventions to ensure children, young people and families are safeguarded and their welfare is promoted within their communities ▪ Coordinating, promoting and prioritising multi-agency working ▪ Ensuring records are accurate and timely in line with agency standards (30%) ▪ Offering practical advice, information and support. This includes undertaking a screening function to ensure where appropriate there is the offer of direct early help or targeted responses to prevent issues escalating ▪ Recognising cases where there is a safeguarding threshold and seeking 	<p>Role measures</p> <p>Service audits and evaluation confirm improvements in:</p> <ul style="list-style-type: none"> ▪ Health (physical, sexual and mental health) ▪ Behaviour (reduction in substance use, offending, anti-social behaviour) ▪ Reduction of risk regarding domestic abuse, child safety, housing, debt, worklessness / adult education ▪ Children's education, attendance and attainment ▪ Reduction in numbers of children with CIN or CP status ▪ Reduction in the numbers of looked after children ▪ Increase the numbers of children previously looked after being successfully returned to their families (reunification) ▪ Records are accurate, up to date

	<p>appropriate management advice in order to escalate swiftly to Children's Social Care (35%)</p> <ul style="list-style-type: none"> ▪ Providing social care departments and other specialist providers such as health professionals and housing, evidence based assessments and interventions in respect of child protection, child in need and vulnerable adult issues ▪ Taking the lead in coordinating a whole family approach, drawing in multi-agency partners to achieve outcomes ▪ Working in an open and transparent way with children, young people and families by undertaking evidence based assessments that can be open to challenge in all arenas (35%) 	<p>and completed to departmental standards</p> <ul style="list-style-type: none"> ▪ Monitoring of calls indicate adequate and timely responses to enquiries ▪ Supervision, appraisal, team meetings to monitor performance ▪ Compliance with relevant legislation and good practice standards set down by the local authority
Key activities	<ul style="list-style-type: none"> ▪ Delivering both screening and I-I direct work ▪ Daily involvement with service users who may demonstrate difficult, abusive and risk taking behaviours: identifying and evidencing risk and escalating concerns ▪ Working in partnership with the social worker and multi-agency partners to undertake evidence-based assessments and directing work with children, young people and families using a whole family approach to achieve positive and sustainable outcomes using evidence-based tools. Taking responsibility for stepdown casework ▪ Compiling reports and statements for, and attending where necessary, case conferences and court hearings to give evidence ▪ Creating and maintaining timely records, maintaining accountability and security including data protection ▪ There will be on occasion specialist areas where Family Support Workers will also be required to deliver supervised contact, observation and assessment ▪ Ensuring measurable outcomes are achieved and universal services or a lead agency is identified and in place (if required) as part of any exit ▪ Participating in regular case-management supervision for guidance and decision making to ensure that families progress effectively through their individual interventions and plans ▪ Undertaking comprehensive training when required (30%) ▪ Providing a screening and first response function for all enquiries to Gateway 	

	<p>from families, members of the public and professionals</p> <ul style="list-style-type: none"> ▪ Providing high quality advice, guidance and support regarding child safety and wellbeing ▪ Identifying, escalating and reporting child protection concerns as required within Plymouth Safeguarding Children Board procedure (35%) ▪ Developing needs-led packages of intervention, using evidence based tools and direct work ▪ Acting as lead professional for cases stepping down from Children's Social Care, and implementing a stepdown plan. Identifying change in the family and making recommendations for changes in services, closure or escalation as and when required ▪ Actively promoting and supporting identified plans for reunification ▪ Actively promoting community-based groups activities, with children, young people and families to support independence ▪ Actively responding and taking responsibility for managing family crisis at short notice ▪ Motivating families with clearing household rubbish, homemaking and garden maintenance (35%)
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ English GCSE A*-C grade or equivalent (functional skills qualification) ▪ Numerate with the ability to provide budgeting support for families ▪ NVQ 3 Childcare qualification or equivalent child/family or youth work qualification ▪ Knowledge of the following Children Act 1989 and 2004, Crime and Disorder Act 1998, and Anti- Social Behaviour Act 2003 ▪ Knowledge of the legislation and guidance relating to homelessness anti-social behaviour and the letting of social housing ▪ Awareness of welfare benefits/tax credits system and local housing and support services ▪ Knowledge of the main features of effective parenting and experience of working with service users, and in groups ▪ Awareness of the issues and procedures relating to child protection and vulnerable adults ▪ Working knowledge of assessment and intervention methods and tools for use with children and families ▪ Working knowledge of child development 0-18 years ▪ Full driving licence
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Awareness of the issues and procedures relating to child protection and vulnerable adults ▪ Certified training in an evidence-based parenting programme ▪ A relevant professional qualification
Essential experience	<ul style="list-style-type: none"> ▪ Experience of working with children and/or families in the community or setting

	<ul style="list-style-type: none"> ▪ Experience of working within a team in a demanding environment ▪ Experience of formally documenting contacts and/or observations within your work with children and families
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of working within statutory guidelines and procedures ▪ Experience of multi-agency working ▪ Experience of working in a court setting
Essential skills	<ul style="list-style-type: none"> ▪ Interpreting information and situations delivering individual support plans, resolving problems relating to families who have been referred to the service ▪ Strong interpersonal and communication skills are used to support families referred to the service as well as exchanging and presenting potentially sensitive information to a range of audiences both internal and external to the Authority ▪ IT skills are required to produce emails, memos, letters, recording information and producing reports relating to families ▪ Ability to carry and fit equipment baby seats, boosters, pushchairs and prams, and carry babies and toddlers short distances and access a variety of buildings
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	

Title	Family Support Worker (Level 2)	
Grade	GRADE F	
Primary purpose of role	<p>To safeguard and promote the welfare of children, young people and families and to deliver high quality family support, assessment and interventions for the most challenging and vulnerable families (in accordance with Children Act 1989/2004, Crime and Disorder Act , Housing and Regeneration Act, Anti-Social Behaviour Act and other relevant legislation).</p> <p>To contribute to Plymouth's Early Help and Targeted Offer, as well as the Troubled Families Agenda and Plymouth's Early Help and Family Support Agenda, to reduce risk and prevent the need for statutory intervention, acting as a lead professional at Social Care level where appropriate.</p>	
Key accountabilities and key measures	<p>Role Outcomes</p> <ul style="list-style-type: none"> ▪ Delivering a range of high quality out-come focused interventions to ensure children, young people and families are safeguarded and their welfare is promoted within their communities ▪ Coordinating, promoting and prioritising multi-agency working, making case decisions for complex cases, designing and delivering effective interventions which can include specialist area work i.e. working with interpreter in complex cases. ▪ Ensuring multiple and varied records are accurate and timely in line with agency standards (30%) ▪ Offering practical advice, information and support. This includes undertaking a screening function along with a variety of tools to ensure where appropriate there is the offer of direct early help or targeted responses to prevent issues escalating ▪ Recognising cases where there is a safeguarding threshold and seeking appropriate management advice in order to escalate swiftly to Children's Social Care and holding cases whilst decisions are made by social care managers (35%) 	<p>Role Measures</p> <p>Service audits and evaluation confirm improvements in:</p> <ul style="list-style-type: none"> ▪ Health (physical, sexual and mental health); ▪ Behaviour (reduction in substance use, offending, anti-social behaviour); ▪ Reduction of risk regarding domestic abuse, child safety, housing, debt, worklessness / adult education; ▪ Children's education, attendance and attainment; ▪ Reduction in numbers of children with CIN or CP status; ▪ Reduction in the numbers of looked after children; ▪ Increase the numbers of children previously looked after being successfully returned to their families (reunification); ▪ Records are accurate, up to date and completed to departmental standards ▪ Monitoring of calls indicate adequate and timely responses to enquiries ▪ Supervision, appraisal, team meetings to monitor performance ▪ Compliance with relevant legislation and good practice standards set down by the local authority

	<ul style="list-style-type: none"> ▪ Providing social care departments and other specialist providers such as health professionals and housing, evidence based assessments and interventions in respect of child protection, child in need and vulnerable adult issues ▪ Taking the lead in coordinating a whole family approach, drawing in multi-agency partners with assessment, planning, co-ordinating and making Multi agency and voluntary services referrals, allowing effective tailored interventions with families ▪ Identifying, planning and delegating to support workers to complete direct work with children and families. Working in an open and transparent way with children, young people and families by undertaking evidence based assessments that can be open to challenge in all arenas (35%) 	
Key activities	<ul style="list-style-type: none"> ▪ Delivering both screening and I-I direct work, including the whole family approach continually having an awareness and knowledge of racial ,cultural , diversity ,environmental and disabilities. ▪ Exercising highly developed interpersonal caring and training skills in order to meet the very demanding and complex needs of the family. ▪ Daily involvement with service users who may demonstrate difficult, abusive and risk taking behaviours: identifying and evidencing risk and escalating concerns, making on the spot decisions as part of risk assessment and lead professional role. ▪ The job involves contact with, or work for people, which through their circumstances or behaviour regularly place intensive demands on the Family Support Worker. ▪ Working in partnership with the social worker and multi-agency partners, to undertake evidence based assessments and direct work with children, young people and families using a whole family approach to achieve positive and sustainable outcomes using evidence based tools. Taking responsibility for stepdown casework which are complex and require a tenacious approach due to the high threshold identified within social work assessments. 	

- Compiling reports and statements for, and attending where necessary, case conferences and court hearings to give evidence which are frequently directed by the courts with a shortened time frame of intervention requiring Family Support specialist complex knowledge and reporting skills.
- Creating and maintaining timely records, maintaining accountability and security, including data protection
- Ensuring measurable outcomes are achieved and universal services or a lead agency is identified and in place (if required) as part of any exit. Having a responsibility to ensure that this has been undertaken.
- Participating in regular case-management supervision for guidance and decision making, to ensure that families progress effectively through their individual interventions and plans
- Undertaking comprehensive training when required having a responsibility of ensuring that Safeguarding training is kept up to date (30%)
- Providing a screening and first response function for all enquiries to Gateway from families, members of the public and professionals
- Providing high quality advice, guidance and support regarding child safety and wellbeing, This includes complex and varied issues which could progress to Child protection level
- Identifying, escalating and reporting child protection concerns as required within Plymouth Safeguarding Children Board procedures and holding such cases until decisions are made by Social care managers ensuring evidence is recorded to meet threshold (35%)
- Taking responsibility as the families' key worker undertaking assessments, identifying needs, making referrals, taking lead responsibility to undertake targeted work and creating plans to reduce frequently high levels of risk
- Developing needs-led packages of intervention, using evidence based tools and direct work
- Setting targets for families and working with multi-agency partners holding regular reviews
- Acting as lead professional for complex high level variation of cases stepping down from Children's Social Care, and implementing a stepdown plan. Identifying change in the family and making recommendations for changes in services, closure or escalation as and when required and holding cases whilst decisions are made by a social care manager.
- Actively promoting and supporting identified plans for reunification
- Actively promoting community-based groups activities, with children, young people and families to support independence
- Actively responding and taking responsibility taking the lead and decision making, undertaking analytical judgement for managing family crisis at short notice
- Motivating families with clearing household rubbish, homemaking and garden maintenance
- Identifying appropriate work for support workers and universal services,

	<p>promoting families' independence, ensuring families consent and participate and that targets evidence outcomes for families (35%)</p> <ul style="list-style-type: none"> Family Support Workers are accountable for expenditures from an agreed budget and take responsibility of holding monies until spent with families.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> English GCSE A-C grade or equivalent (functional skills qualification) Numerate with the ability to provide budgeting support for families. NVQ 3 Childcare qualification or equivalent child/family or youth work qualification Knowledge of the following Children Act 1989 and 2004, Working Together 2015, Crime and Disorder Act 1998, and Anti- Social Behaviour Act 2003 Knowledge of the legislation and guidance relating to homelessness anti-social behaviour and the letting of social housing Knowledge of welfare benefits/tax credits system and local housing and support services Knowledge of the main features of effective parenting and experience of working with service users, and in groups Knowledge of the issues and procedures relating to child protection and vulnerable adults Working knowledge of assessment and intervention methods and tools for use with children and families Working knowledge of child development 0-18 years Full driving licence
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> A recognised Social Care /Youth Work qualification or a relevant degree level qualification Certified training in an evidenced-based parenting programme
Essential experience	<ul style="list-style-type: none"> Evidence and experience of working in social care settings, or youth and community work Experience of working within statutory guidelines and procedures Experience of multi-agency working. Experience of case work using formal evidenced based tools and procedures Working experience of risk assessment
Desirable experience	<ul style="list-style-type: none"> Experience of working within adult mental health, adult social care, CAMHS, drugs and alcohol service, housing, or education setting Experience of involvement in court-directed work
Essential skills	<ul style="list-style-type: none"> Ability to interpret information and situations delivering individual support plans, resolving complex problems relating to families who have been referred to the service Excellent interpersonal and communication skills to support families referred to the service as well as exchanging and presenting potentially sensitive information to a range of audiences both internal and external to the Authority

	<ul style="list-style-type: none"> ▪ IT skills are required to produce emails, memos, letters, recording information and producing reports relating to families ▪ Ability to carry and fit equipment baby seats, boosters, pushchairs and prams, and carry babies and toddlers short distances and access a variety of buildings
<p>Corporate standards</p> <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	