

NORTHUMBERLAND COUNTY COUNCIL  
JOB DESCRIPTION

<b>Post Title:</b> Family Help Worker		<b>Director/Service/Sector:</b> Health and Community Wellbeing		<b>Office Use</b>		
<b>Grade:</b> 6		<b>Workplace:</b> based across the County		JE ref: 4276 HRMS ref:		
<b>Responsible to:</b> Family Hub Manager		<b>Date:</b> Feb 2023	<b>Manager Level:</b>			
<b>Job Purpose:</b> To provide a family support service to families identified as being in need of family help or who are identified as needing continuing support after having been involved with statutory social work services						
<b>Resources</b>		Staff	Community volunteers			
		Finance	Petty cash			
		Physical	Post involves desk working but also will involve supporting families in practical tasks within their home environment. Lone working			
		Clients	Families- Lone Working			
<b>Duties and key result areas:</b>						
<ol style="list-style-type: none"> <li>1. The postholder will deliver a comprehensive family help offer to a case load of families with a range of issues including parenting, neglect, domestic violence and substance misuse.</li> <li>2. Working in a 'whole family' approach, the postholder will undertake Early Help Assessments (EHA) with families to agree a clear plan with written actions, outcomes and responsibilities linked to the Local Outcomes Plan for all family members including the adults. Plans will be reviewed through Team Around The Family (TAF) meetings chaired by a lead professional.</li> <li>3. Undertake planned and reactive work using a range of intervention methods and skills</li> <li>4. Use an assertive outreach approach, offering support and modelling alongside supervision and enforcement and persistent engagement approaches.</li> <li>5. Undertake the lead professional role for a number of families liaising and coordinating with a range of other agencies and managing time effectively supported by line management, as appropriate.</li> <li>6. Maximise the involvement of children, young people and their families in decisions which affect them</li> <li>7. Use a range of different parenting support methods</li> <li>8. Facilitate groupwork programmes which parents will attend in their locality, this will include parenting and other programmes, some evidence based.</li> <li>9. Be clear about safeguarding thresholds and alert managers to concerns about the increased risk for children</li> <li>10. Make case recording and maintain case management records in accordance with service and professional standards using the Liquidlogic recording system (Early Help Module/ICS). To contribute to other risk assessments including VCLs as required.</li> <li>11. To attend court on rare occasions to give evidence and to contribute to court reports.</li> <li>12. Build up close working links with other staff working with families within the locality area</li> <li>13. Contribute to service development through attendance and contribution to team meetings and team development activities.</li> <li>14. Contribute to own learning and development in discussion with line managers by identifying appropriate development opportunities and attending training.</li> </ol>						
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.						
<b>Work Arrangements</b>						
Transport requirements:		Need to visit families and attend meetings at a range of venues including family homes across their locality area on a regular and routine basis.				
Working patterns:		Ability to work flexibly across extended hours (7am-10pm including weekends if needed)				
Working conditions:		depending on the needs of the families.				

Requirement for lone working within the community and office based duties

**PERSON SPECIFICATION**

<b>Post Title:</b> Family Help Worker	<b>Director/Service/Sector:</b> Wellbeing and Community Health	Ref: 4276
<b>Essential</b>	<b>Desirable</b>	<b>Asses s by</b>
<b>Knowledge and Qualifications</b>		
<p>NVQ Level 3 or equivalent in child care or related discipline            Understanding of whole family approach, solution focussed practice and crisis intervention.            Understanding of safeguarding            Knowledge of impact of multiple disadvantage            Knowledge of partner agencies and their role in supporting families            Knowledge of IT systems            Knowledge of child development and child protection issues            Knowledge of parenting work</p>	<p>Professional qualification in health, social work or other related field            Knowledge of mental health, substance misuse, domestic violence and poverty and how these impact on families            Accreditation in delivering evidence based parenting programmes</p>	
<b>Experience</b>		
<p>Two years experience of direct work with families            Evidence of working with families to affect change            Experience of working as part of a team            Experience of working with children living in complex families</p>	<p>Experience of being a 'lead professional'            Experience of delivering groupwork programmes            Experience of working with complex families under stress</p>	
<b>Skills and competencies</b>		
<p>Able to engage and challenge families            Skills to deliver in a group work setting            High level of both written and verbal communication skills including producing Early Help Assessments and Plans.            Ability to communicate effectively both verbally and in writing with children/young people and families and other professionals.            Ability to work as part of a multi-agency team including coordinating arrangements for families with other agencies.            Ability to work creatively and independently to achieve better outcomes for families            Ability to work under pressure, meet deadlines and have strategies to cope with stress            Organisational skills including ability to work flexibly and prioritise workload            Ability to advocate on behalf of families where appropriate with other agencies.            Ability to use electronic case recording systems and follow appropriate procedures effectively            Ability to comply with required levels of data protection and confidentiality            IT skills appropriate to the needs of the post.</p>		
<b>Physical, mental and emotional demands</b>		

<p>To be able to work flexibly to the needs of families including early mornings, evenings and weekends within NCC's flexible working policy</p> <p>To be able to meet the transport demands of the post</p> <p>To be able to work in families homes providing practical and emotional support</p> <p>To be able to undertake physical tasks associated with working with families including practical household tasks</p> <p>To be able to accommodate changes in work pattern at short notice</p> <p>To maintain a positive and professional attitude and relationship in working with families who may provide challenges and regular emotional demands on a 1:1 and group basis</p>		
<p><b>Other</b></p>		
<p>To be committed to developing resources, services and good practice for children, young people and families</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits

## National Qualification Framework

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

- promote access, motivation and achievement in education and training, strengthening international competitiveness
- promote lifelong learning by helping people to understand clear progression routes
- avoid duplication and overlap of qualifications while making sure all learning needs are covered
- promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

National Qualifications Framework	Framework for Higher Education Qualification levels (FHEQ)
8 Specialist awards	D (doctoral) doctorates
7 Level 7 Diploma Professional qualifications	M (masters) masters degrees, postgraduate certificates and diplomas
6 Level 6 Diploma Professional qualifications	H (honours) bachelors degrees, graduate certificates and diplomas
5 Level 5 BTEC HND	I (intermediate) diplomas of higher education and further education, foundation degrees, higher national diplomas
4 Level 4 Certificate	C (certificate) certificates of higher education
3 Level 3 Certificate (OND) Level 3 NVQ A levels	
2 Level 2 Diploma Level 2 NVQ GCSEs Grades A*-C	
1 Level 1 Certificate Level 1 NVQ GCSEs Grades D-G	
Entry Entry Level Certificate in Adult Literacy	

The use of levels in the NQF is to indicate the generally comparable outcome of an award but does not indicate that different awards share purpose, content and outcomes.