

Northumberland County Council  
**JOB DESCRIPTION**

Post Title: Early Help Family Worker	Director/Service/Sector Wellbeing and Community Health		Office Use
Grade:	Workplace: tbc-locality based across the County		JE ref 3241
Responsible to: Senior Practitioner/Locality manager	Date: October 2016	Manager Lever:	HRMS ref:
Job Purpose: To provide a family support service to families identified as being in need of early help or who are identified as needing continuing support after having been involved with statutory social work services			
Resources	Staff	Possibly community volunteers in the future	
	Finance	nil	
	Physical	Post involves desk working but also will involve supporting families in practical tasks within their home environment	
	Clients	Families-this post will include lone working	
Duties and key result areas:			
The postholder will deliver a comprehensive family support offer to a case load of families with a range of issues including parenting, neglect, domestic violence and substance misuse. These will be families who have been identified as needing support but not requiring input from a statutory social work team. This will include: Working in a ‘whole family’ approach. This will include undertaking Early Help Assessments 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 where necessary and reviewing through Team Around The family meetings which they will chair if lead professional. Undertake planned and reactive work using a range of intervention methods and skills Use an assertive outreach approach-offer support and modelling alongside supervision and enforcement and persistent engagement. Take on the lead professional role for a number of families liaising and coordinating with a range of other agencies and managing their time effectively supported by their line manager. Maximise the involvement of children, young people and their families in decisions which affect them Use a range of different parenting support methods Facilitate groupwork programmes which parents will attend in their locality-this will include parenting and other programmes Be clear about safeguarding thresholds and alert managers to concerns about the increased risk for children 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. To attend court on rare occasions to give evidence and to contribute to court reports. Build up close working links with other staff working with families within the locality area Contribute to service development through attendance and contribution to team meetings and team development activities.			

**To contribute to your own learning and development in discussion with your line manager by identifying appropriate development opportunities and attending training.**

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.

**Work Arrangements**

Transport requirements: Working patterns: Working conditions:	Need to visit families and attend meetings at a range of venues including family houses across their locality area on a regular and routine basis. Ability to work flexibly across extended hours (7am-10pm including weekends if needed) depending on the needs of the families. Requirement for lone working within the community and office based duties
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<b>Post Title: Family Worker</b>		<b>Director/Service/Sector: Wellbeing and Community Health</b>	Ref:
<b>Essential</b>	<b>Desirable</b>		<b>Assess by</b>
<b>Knowledge and Qualifications</b>			
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	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		
<b>Experience</b>			
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	Experience of being a 'lead professional' Experience of delivering group work programmes Experience of working with complex families under stress		
<b>Skills and competencies</b>			
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.		
<b>Physical, mental and emotional demands</b>		
<p>To be able to work flexibly to be 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>		
<b>Other</b>		
<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

