

Northumberland County Council
JOB DESCRIPTION

Post Title: Young People’s Support Worker		Director/Service/Sector: Children, Young People & Education/ Children's Social Care, Young People and Families		Office Use
Band: 6		Workplace: Within one of the four Family Hub localities but working in a variety of locations in that locality		JE ref: 4305
Responsible to: Family Hub Manager		Date: April 2023	Manager Level: NA	
Job Purpose: The postholder will form part of the Family Hub locality teams. Their role will be to develop an offer for young people aged 0-19 (25 with SEND) in the locality they are based within working closely with other organisations and agencies working with young people, both statutory and from the VCS. This may involve working with young people who live in some very rural communities. The post holder will undertake the following duties which may include holding a small caseload of young people whose assessed needs are commensurate with the grade of the post and where specialist youth support is needed. The support worker will deliver specialist interventions and direct work with individuals and in groups with the aim of achieving improved outcomes for young people. The main area of responsibility for the Support Worker will be to work in partnership with young people, their families/carers and a range of agencies – statutory, voluntary and community, to identify needs and develop plans to meet the needs of young people.				
Resources	Staff	None		
	Finance	Will manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.		
	Physical	Post will involve some Family Hub outreach work in the community. Setting up of activities which may involve physical activity, such as movement of equipment. Appropriate risk assessments will be in place.		
	Clients	Responsibility for working with young people on an individual and groups basis. Also working with families to promote whole family approach to improving outcomes for children and young people		
Duties and key result areas: <ul style="list-style-type: none">• To fulfil the role of a Support Worker which may include managing a small caseload of young people whose assessed needs are commensurate with the grade of the post in terms of their complexity. This will involve working with a ‘whole family’ approach where 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.• The postholder will deliver a comprehensive family help offer to young people and their families which could include supporting young people with a range of issues including substance misuse and exploitation.• Undertake planned and reactive work using a range of intervention methods and skills to support young people on both an individual basis and through group work• Carry out young people related activities to develop young people’s social / personal education. This may involve working in a variety of young people’s settings, including hub based, detached and outreach work and providing programmes of activities, services and facilities.				

- To advocate for young people to ensure that their voice is heard
- Use an assertive outreach approach, offering support and modelling.
- Undertake the lead professional role for several young people liaising and coordinating with a range of other agencies and managing time effectively supported by line management, as appropriate.
- 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 for young people and their families in their locality, this will include young people's groups, parenting and other programmes, some evidence based.
- Be clear about safeguarding thresholds and alert managers to concerns about the increased risk for children
- Participate in service developments designed to maximise young people's engagement including working in partnership with other agencies, support to volunteers, promote the quality of services and improve outcomes for young people.
- To ensure that duties are undertaken with due regard and compliance with GDPR and other legislation.
- 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 MSETs as required.
- To attend court on rare occasions to give evidence and to contribute to court reports if needed.
- Build up close working links with other staff working with Children, Young People and families within the locality area
- Build up close working links with voluntary organisations providing support to seek funding, identifying gaps in provision and examining barriers to participation by young people in the locality
- Contribute to service development through attendance and contribution to team meetings and team development activities.
- Contribute to own learning and development in discussion with line managers 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:	Must be able to meet the transport requirement for the post. Travel to visit families and attend meetings at a range of venues, including family homes throughout the County, region and further afield on occasion.
Working patterns:	Ability to work flexibly across extended hours (7am-10pm including weekends if needed) depending on the needs of the families, communities and the VCS . May include weekends and evenings.
Working conditions:	Mainly office based with some travel required. Some working outdoors.

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PERSON SPECIFICATION

Post Title: Young People's Support Worker	Director/Service/Sector: Children, Young People & Education/ Children's Social Care, Young People and Families	Ref: 4305
Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree or equivalent experience in youth work or similar. NVQ Level 3 or equivalent in Youth work or related discipline. Understanding of whole family approach, solution focussed practice and crisis intervention. Understanding and knowledge of safeguarding. Knowledge of impact of multiple disadvantage. Knowledge of partner agencies and their role in supporting young people and their families, including voluntary and community organisations. Knowledge of IT systems. Knowledge of child and adolescent development and child protection issues. Knowledge of parenting work.	Professional qualification in Youth work, Health, Social work or another related field Knowledge of mental health, substance misuse, domestic abuse, criminal justice, exploitation (sexual and criminal), CPVA and poverty and how these impact on young people families	
Experience		
Experience of at least two years direct work with children and young people in a social care, health, education, housing or youth and community setting, gained through paid employment or voluntary work. Evidence of working with families to affect change. Experience of working as part of a team. Experience of working with children and young people living in complex families.	Experience of being a 'lead professional' Experience of delivering group work programmes for vulnerable young people. Experience of working with complex families under stress Experience of working with voluntary and community sector organisations	
Skills and competencies		

<p>Able to engage and challenge families.</p> <p>Skills to deliver in a group work setting.</p> <p>High level of both written and verbal communication skills.</p> <p>Ability to communicate effectively both verbally and in writing with children/young people and families and other professionals.</p> <p>Ability to work as part of a multi-agency team including coordinating arrangements for families with other agencies.</p> <p>Ability to work creatively and independently to achieve better outcomes for young people and their families</p> <p>Able to work for prolonged periods of time with enhanced mental attention and the ability to work under pressure, meet deadlines and have strategies to cope with stress.</p> <p>Organisational skills including ability to work flexibly and prioritise workload</p> <p>Ability to advocate on behalf of families where appropriate with other agencies.</p> <p>Ability to use electronic case recording systems and follow appropriate procedures effectively.</p> <p>Ability to comply with required levels of data protection and confidentiality</p> <p>IT skills appropriate to the needs of the post.</p> <p>Ability to assimilate and analyse information and make informed decisions which manage risk.</p> <p>Ability to assess, monitor and review plans.</p> <p>Ability to work as part of a team.</p> <p>Ability to work on own initiative, to organise workload, achieve deadlines and work under pressure.</p> <p>Good listening skills.</p> <p>Ability to promote young people's participation.</p>	<p>Ability to network, negotiate and advocate on behalf of young people.</p> <p>Ability to facilitate group work.</p> <p>Experience of producing Early Help Assessments and Plans.</p> <p>Experience of applying for funding</p>	
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<p>Ability to deal with emotional distress and challenging behaviour, including aggression.</p> <p>Awareness of organisations and resources provided by the statutory, voluntary and independent sector for young people.</p> <p>Ability to work in partnership with multi agency partners across the statutory, voluntary and community sectors.</p> <p>Awareness of the problems and issues faced by young people in need.</p> <p>Awareness of the services available for young people in need.</p> <p>An understanding of child and adolescent development.</p> <p>Time management skills with the ability to prioritise tasks.</p>		
Physical, mental, emotional and environmental demands		
<p>To be able to meet the transport demands of the post with full current driving licence or access to a means of mobility support.</p> <p>Ability to work flexible hours to respond to the needs of the service, children, young people and families including early mornings, evenings and weekends within NCC's flexible working policy.</p> <p>To be able to work in families' homes providing practical and emotional support, the post will include lone working.</p> <p>To be able to undertake physical tasks associated with working with groups of young people, individuals and families.</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 young people and families who may provide challenges and regular emotional demands on a 1:1 and group basis.</p> <p>Positive attitudes to combating discrimination.</p> <p>To work with potentially challenging clients on a 1-1 basis and develop positive and professional relationships.</p>		
Motivation		
In Northumberland Children's Social Care, we are highly motivated and ambitious for every young person we support; this is a requirement for all staff members.	Experience in delivering positive outcomes for young people via group work and 1:1 support.	
Other		

Enthusiasm for working with young people. Commitment to achieving positive outcomes for young people and their families. Commitment to promoting equality and diversity. Commitment to promoting life chances of socially excluded young people. Commitment to working with young people in an empowering and non-judgemental way. Works well under pressure.		
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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