

## Job Description

### Family Support Worker

#### Education and Children's Services

<b>Service:</b>	Children's Services	<b>Team:</b>	Early Help Service
<b>Location:</b>	Various across Lancashire		
<b>Salary range:</b>	£25,979 - £29,777 (pro rata)	<b>Grade:</b>	Grade 6
<b>Reports to:</b>	Senior Family Support Worker	<b>Staff responsible for:</b>	n/a

### Job Purpose

Reporting to a relevant Senior Family Support Worker, post holders will work in partnership with other Family Partners across their team to provide a personalised, whole family focussed, casework response to meeting the unmet needs of identified children, young people and families. They will be aligned to one of the ten delivery team areas;

- Lancaster
- Wyre/Fylde
- Preston
- Chorley
- South Ribble
- West Lancashire
- Hyndburn/ Ribble Valley
- Rossendale
- Burnley
- Pendle

Post holders will undertake direct work with service users, holding an individual caseload of children and young people within their families. They will assess undertake early help assessments of the family's needs. They will co-produce with families, smart action plans focussed on improving outcomes for the children and improving their welfare and implement these alongside other key partner agencies through a Team around the Family approach. Their casework will respond to needs at both a universal+ and intensive support level, with a leaning towards more complex cases. Their workload will be identified through a range of service pathways including cases;

- Referred for an early help response through the multi-agency safeguarding hub (MASH)
- De-escalated and stepped down from specialist/statutory level
- Where more complex family needs have been identified through the universal school setting as part of service 'Team around the School' arrangements
- Requests for support with more complex family needs, originated by other agencies.

Post holders will work cooperatively across service delivery teams and themes to ensure that service users experience continuity and receive a seamless service.

Post holders will secure the consent of service users and apply creativity to maintain positive engagement with family members throughout the duration of interventions. They will have responsibility for planning their work and choosing suitable evidence based methodologies for responding to identified needs which achieve positive results. They will be able to use judgment to re-shape their responses to deal with new emerging needs and unforeseen issues, seeking guidance from Lead Practitioners and making practical decisions within closely defined policies and procedural guidance.

There are two principle groupings of Family Support Worker deployment within the early help service offer, against which each Family Support Worker will be aligned to one;

- **Intensive Support;** Post holders caseload of families will largely derive from MASH and Social Care step downs and complex requests for support which meet thresholds for an Intensive Family Support response.
- **Community Support;** Post holders caseload of families will largely derive from within the Team around the School arrangements where the needs of a family have been identified as requiring an Intensive Support response beyond that which can solely be provided by the educational setting and may require the input of a multi agency Team around the Family.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

***Children, young people and their families are safe, healthy and achieve their full potential***

To deliver this vision we have agreed some key outcomes:

#### **Five Outcomes**

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

#### **Accountabilities/Responsibilities**

1. Undertake service support activities to respond to the unmet needs of families. Including undertaking early help assessments, developing smart action plans and delivering evidence based direct work interventions, designed to improve outcomes for children, young people and their families.
2. Respect confidentiality and explain to parents/carers when there is need to share information with others in order to protect children.
3. Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.
4. Record their interventions and direct work with service users in a comprehensive, accurate and judgement free manner, applying suitable analysis to justify their defined course of actions.
5. Work independently in response to the needs of families, and seeking guidance and support when unsure, and/or to improve the quality of their interventions.
6. Account for their use of resources and expenditure from agreed budgets deployed to support a response to the needs of children, young people and families
7. Identify opportunities for improving day to day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement of services.
8. Operating in accordance to service policy and procedures and relevant standards for early help.
9. Presenting and accounting for their work with children, young people and families, in term of quality assurance, audit and inspection processes.

10. Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision for families in relation to early help service delivery and ensure that children and families receive the best possible service at the right time.
11. Monitoring, review and evaluate their own performance against the team's objectives by engaging with the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
12. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

#### **Other**

13. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours in response to the needs of families

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

#### **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

#### **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

#### **Our Values**

**Person Specification (Grade 6)**  
**Family Support Worker**  
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
<b>Qualifications:</b>		
Professional and/or academic level 3 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
<b>Experience:</b>		
Experience of, or the ability to demonstrate the competence to, work directly with individual children, young people and families to identify and assess their needs and make appropriate planned responses which seek to improve outcomes.	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families	D	A, I
<b>Knowledge and Skills:</b>		
Working knowledge and understanding of the work practices, processes and procedures relevant to the role in early help	E	A, I
Empathy and sensitivity to the needs arising from a wide range of family dynamics	E	A, I
Good understanding of the developmental milestones of children and young people and the issues that affect them in contemporary society	E	A, I
Good analytical, assessment and critical reflection skills	E	A, I
Good written and verbal communication skills	E	A, I
Ability to influence others practice based on technical or professional expertise.	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Ability to work as member of a team.	E	A, I
Ability to work without close supervision.	E	A, I
Ability to interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E	A, I
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I