

## Job Description

### Neighbourhood group 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>	£23,893 - £25,979 (pro-rata)	<b>Grade:</b>	5
<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 group workers across their team to assist in the delivery of regular group work programmes to children, adults and family groups as determined by the needs of the service curriculum. 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 deliver group work and drop in support services at identified neighbourhood centre venues in the main, and may contribute to supporting arrangements around group work delivery in other community settings or in partnership with other agencies as directed.

They will deliver high quality informal education, prevention and early intervention opportunities which help improve children and family outcomes. Group work will be targeted to those most in need of support and focus on addressing needs identified as barriers to children and family progression. Group workers will seek to increase parental capacity to improve the welfare of their children and improve children's resilience. Information and support provided through group work will help parents to make informed decisions for their families and impact positively on children being able to reach their potential.

Group workers will build positive relationships with parents and children and build mutual trust and respect.

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. Understand the needs of children and families and deliver group work programmes related to relevant areas such as health & wellbeing, lifestyle, parenting, relationships,
2. Develop and deliver a range of programmes of activities which meet identified needs
3. Develop relationships with children and parents based on respect and trust, ensuring they have a safe place to explore their needs, learn and develop
4. Establish boundaries and challenge inappropriate behaviour during group based programme delivery
5. Resource and building duties, which may include: opening up buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use.
6. Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments
7. Undertake administrative tasks which assist with maintaining effective recording systems for group work
8. Respect confidentiality and be able when necessary to explain to parents/carers when there is need to share information with others in order to protect children.
9. Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.
10. 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.
11. Operating in accordance to service policy and procedures and relevant standards for group work.
12. 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.
13. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

### **Other**

1. 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**

**We expect all our employees to demonstrate and promote our values:**

### **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

### **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

### **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

### **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

**Person Specification**  
**Neighbourhood Group 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 2 or above qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
<b>Experience:</b>		
Experience of working with children and adults individually or in groups and in a variety of settings which demonstrate the ability to quickly engage them, establish rapport and maintain positive relationships	D	A, I
<b>Knowledge and Skills:</b>		
Well-developed interpersonal skills, with the ability to establish and maintain good relationships with service users	E	A, I
Knowledge of the needs of children and parents and the contemporary issues that affect their lives.	E	A, I
Patience, tolerance, flexibility	E	A, I
Group work skills	E	A, I
The ability to treat service user concerns with respect, tact and sensitivity, while being aware of the limits that are required by confidentiality and the boundaries that govern the service user/worker relationship	E	A, I
Working knowledge and understanding of the work practices, processes and procedures relevant to working with children and parents	D	A, I
Good written and verbal communication skills	E	A, I
Ability to work as member of a team.	E	A, I
Ability to work flexibly in order to respond to the access needs of children and families, including occasionally in the evening, or at the weekend and during school holiday periods.	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