

## Job Description

### Senior 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>	£35,235 - £39,513	<b>Grade:</b>	Grade 8
<b>Reports to:</b>	Team Manager	<b>Staff responsible for:</b>	Range of operational frontline staff. Usually c. 5-10 direct reports

### Job Purpose

Reporting to a relevant Team Manager, post holders will work in partnership with other Lead Practitioners in their team to provide thematically focussed guidance and management support to frontline delivery staff across the relevant team footprint, through both professional experience and theoretical knowledge. Post holders 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 service delivery (individual caseload, direct work/group based programme delivery) within a focussed area of the early help service offer, but will work cooperatively and across delivery themes to ensure that service users receive a seamless service. They will also have responsibilities for delivery planning and providing frontline supervision to lower graded delivery staff to enable them to deliver early help services meeting well defined, short term deliverables.

Post holders will be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures, and making practical operational decisions within closely defined policies and procedural guidance.

There are three principle themes of the early help service offer, against which each Senior Family Support Worker will be aligned to one;

- **Intensive Support;** Principle focus will be the delivery of 'Family Intensive Support' (FIS) taking a whole family based casework approach to respond to complex needs. Post holders will carry a small (complex) caseload of families, alongside providing support and caseload supervision for a nominated group of 'Family Support Workers (FIS) They will be the principle line of management oversight, practice guidance and support for Family Partners delivering intensive support, assisting with smart action planning and actively tracking team caseload progress against agreed quality assurance measures and processes.

- **Neighbourhood Support;** Principle focus will be to oversee (group based) delivery programmes, family time provision and partnership working arrangements at one or more neighbourhood centres in their area, supporting and supervising (group based supervision) a range of frontline delivery staff (neighbourhood group workers, family time workers, delivery centre support workers) involved in those delivery programmes. They will engage and liaise with key contacts in social care to ensure that directed/court requirements for supervised contact with families are effectively discharged and family time contact is appropriately allocated to worker and overseen to ensure that any required recording and/or reporting of contact is facilitated for the benefit of social work reports to the courts.
- **Community Support;** Principle focus will be frontline delivery to agreed 'Team around the School' arrangements across the 30 cross phase school clusters. They will provide dedicated practical support and challenge to school partners and act as a key point of contact for the service response in relation to specific cases or identified family needs within schools in their cluster. They will work with all Early Help partners in their cluster area to utilise existing resources in a more integrated way to secure better outcomes for families. Key objectives will be helping partners to coordinate their existing services to work together more effectively and find solutions to barriers they may face which prevent them from offering earlier interventions. Post holders will also provide support and supervision for a small number of Family Support Workers (Community) and may assist with group based supervision of neighbourhood delivery staff where numbers/ratios require this.

Supporting the Team Managers 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. Manage and co-ordinate the work of a group of frontline early help delivery staff to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.
2. Manage the performance of a group of staff, following council policies and procedures e.g. sickness monitoring.
3. Identify and act upon opportunities for improving day to day procedures and processes within the team or work area, to support the continuous improvement of services.
4. Act as a professional point of technical reference for the team, providing suggested practice strategies, guidance on the more complex issues and monitoring adherence to relevant standards.

5. Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service.
6. Manage resources deployed for the delivery of the work area, and/or influence decisions about larger budget allocation to meet work objectives, to ensure appropriate resources are available to run the team or work area.
7. Implement service policy and procedures and undertake tasks in terms of embedding new procedures, assisting with preparation for inspections, reviewing assessments and analysis of key performance data sets in relation to the work area.
8. Support the managed group of staff in the identification of customer needs and implementation of appropriate practice response processes, providing technical guidance when needed.
9. Engage in supporting key work allocation processes for the work area and approval of assessments of need and action plan responses, with a view to rigorous quality standards.
10. Work with the managed group of staff to undertake suitable preparation, planning and evaluation of service delivery in the work area, ensuring efficiency, effectiveness and continuous improvement.
11. Providing information, advice and guidance to service operational managers and practitioners by interpreting established procedures, using technical experience and by applying best practice within the early help field.
12. Provide on the job training, mentoring and guidance to less experienced members of staff around key service policy and procedure to ensure they are able to develop the necessary skills to deliver in their role.
13. Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision in relation to early help service delivery
14. Maintain effective systems for monitoring, reviewing and evaluating directly managed staff and own performance against the team's objectives using the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
15. Contribute to the development of the Service through team meetings including representing the team at internal and external meetings and working groups.
16. Support the health and well-being of team members including the promotion of a positive work-life balance
17. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
18. Lead people in an inclusive way to deliver their operational objectives.

#### **Other**

19. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours

*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 (Grade 8 – Managerial)**  
**Senior Family Support Worker**  
Education and Children's Services

<b>Skills and experience specific to the focus of responsibilities</b>
<p><b>Specific to Family Intensive Support</b></p> <ul style="list-style-type: none"> <li>• Substantial experience of producing quality assessments of need and action planned responses which lead to improving outcomes for children, young people and families</li> <li>• Skills in providing client case related guidance, case supervision and reflective practice opportunities</li> <li>• Strong understanding of thresholds relating to a continuum of needs</li> <li>• Broad understanding of a range of evidence based practice methods for successful early interventions in a whole family context</li> </ul>
<p><b>Specific to Neighbourhood Support</b></p> <ul style="list-style-type: none"> <li>• Substantial experience of planning group and individual based curriculum programmes to meet identified early help needs which lead to improving outcomes for children, young people and families</li> <li>• Skills in managing complex public facing service delivery environments with multi-agency co-location of service delivery</li> <li>• Strong understanding of the wider determinants of public health inequality and evidence based practice methods for achieving successful public health outcomes</li> <li>• Strong innovative and creative skills in relation to developing curriculum programme responses to meet new and emerging needs for children, young people and families</li> </ul>
<p><b>Specific to Community Support</b></p> <ul style="list-style-type: none"> <li>• Substantial experience of working in a multi-disciplinary team environment focussed on collaborative achievement in response to early help needs for children, young people and families</li> <li>• Skills in negotiating and influencing partner agencies find solutions to barriers they may face which prevent them from offering earlier interventions.</li> <li>• Strong understanding of thresholds relating to a continuum of needs</li> <li>• Broad understanding of evidence based strategies for working alongside education providers to develop shared responses to needs identified within the universal setting</li> </ul>

<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (A) or Interview (I)</b>
<b>Qualifications:</b>		
Professional and/or academic level 5 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A

<b>Experience:</b>		
Experience of supervising staff, including ability to delegate tasks and track performance.	E	A, I
Substantial experience in delivering early help support/services to children young people and families	E	A, I
Experience of managing budgets and/or resources deployed to assist with the delivery of service provision	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for service delivery	E	A, I
<b>Knowledge and Skills:</b>		
Comprehensive understanding of the work practices, processes and procedures relevant to the role	E	A, I
Empathy and sensitivity to the needs of staff delivering complex and demanding public services	E	A, I
Strong range of staff management skills and workforce development techniques	E	A, I
Good analytical, assessment and critical reflection skills	E	A, I
Good written and verbal communication skills	E	A, I
Ability to informally coach, guide and mentor less experienced staff.	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 use and 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