



# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

<b>JOB TITLE:</b>	Early Help Family Support Practitioner		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Children's Services
<b>JOB CODE:</b>	CHI187FAMIG7		Early Help
<b>REPORTS TO:</b>	Early Help Senior Family Support Advisor	<b>LOCATION:</b>	Base Civic Centre (however borough wide visiting)
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>Enhanced DBS check is required for this post</li> <li>Ability to drive and use of vehicle with a willingness to travel from location to location usually within Walsall but on occasions this may include out of borough travel.</li> <li>Lone working within an appropriate setting, including families homes, schools, community settings</li> <li>Expectation to work evenings and weekends as required.</li> <li>To communicate verbally with customers and provide advice and/or information in accurate spoken English</li> </ul>		

## 1. Main purpose of the job role:

The post is based within the Early Help Hub which is the first point of contact, providing advice and guidance to children, young people, parents/carers, and partner agencies. The role is a diverse role both office based providing advice via telephone as well as providing direct support and intervention to children, young people and their families, within their own homes, at school and/or other relevant venues in order to understand and provide support as required.

- To work as part of the 0-19 Early Help Multi-disciplinary team providing an integrated whole family approach to children, young people and their families, who present multiple, complex needs which cannot be met solely by a partner agency in a universal setting
- To ensure the effective safeguarding of children and young people through interventions including Early Help Assessments or a range of My Stars to fully understand the needs of the family and the type of interventions that can be provided
- Work flexibly to meet the needs of children and families within the borough through evidence based/evidenced informed interventions
- Develop and deliver time limited individual or group work programmes of support.
- To support the overall vision, ethos and aims of the Walsall Right 4 Children approach
- To support and work closely with colleagues within the Early Help locality hubs

## 2. Role specific duties and accountabilities:

The post holder will be responsible for initial support to all CYP and their families referred for help, this may include

- Direct intervention and support to CYP and their families where 'short-term' intervention is appropriate (maximum of 6 weeks), working within family homes

- Part of a team delivering 'Parenting Programme's or relevant programmes on an individual basis
- To work on the Early Help Hub providing advice and guidance, brokering relevant partner agency support, where applicable
- To undertake holistic, good quality, assessments (in line with current Local Authority procedures) of children and young people who have been allocated to you as the lead professional, to include levels of risk and vulnerability
- To carry out joint visits, where appropriate, with Social Work colleagues within the Initial Response Team to support the identification of need
- To devise, implement, deliver, monitor, and review, outcome based intervention plans to minimise the identified risks, vulnerabilities and support the needs of CYP and their families who have been allocated to you, ensuring that the views and 'ask' of the CYP and their families are at the heart of everything that we do with them
- Work within the Restorative Practice approach
- To be the main contact working with and for CYP or their families acting as the 'lead professional', often co-ordinating services from different partner agencies, including; arranging and chairing meetings.
- To effectively communicate with colleagues and partner agencies, which may at times include challenging conversations to ensure positive outcomes for CYP and their families are achieved and 'only have to tell their story once' ensuring a smooth transition is provided if required to a more relevant partner agency.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English
- To work with translation services as required
- To undertake identified pieces of work with children and young people, and their families, as directed by the Senior Family Support Advisor or Group Manager.
- To work flexibly and creatively to CYP and their families in order to make connections and build relationships, through one to one intervention, outreach work or within group work.
- To be vigilant in safeguarding children from harm, contemporaneously recording any concerns about a child or children, and escalating as required.
- Where relevant, to provide written reports to and/or participate in Children's Social Care reviews including Child in Need, Child Protection Case Conferences, core groups or other forums such as child exploitation and missing operational group (CMOG), MAPPA and MARAC.
- To maintain a central hub of resources for interventions and use systems to monitor and record its usage.
- To contribute to the management of resources through the appropriate recording of any expenditure and activity.
- To comply with Walsall Council financial procedures and standing orders.
- Develop and maintain a range of resources to effectively engage children, families, partners and communities; particularly those identified as hard to reach.
- To support individuals on practice placements, trainee volunteers or colleagues from other service areas in gaining an understanding of best practice in Early Help service delivery.
- To participate in evaluation of the delivery of intervention programmes and report any areas of concern around training, programme facilitation and delivery.
- The post holder is responsible for his/her own self development on a continuous basis, with support from supervisor, and must partake in training to develop areas of generalist and specialist skill and knowledge as a resource to Early Help.
- To enhance own performance, working constructively with line manager via the employee performance assessment and supervision process to identify personal strengths and agreeing action in relation to developmental needs.
- To promote and maintain effective communication and multidisciplinary team work, and deploy workload appropriately.

- An up to date, enhanced DBS check is a requirement of the role and it is the responsibility of the post holder to ensure this is renewed in line with council policy and procedure.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.
- To comply with the Council's Health and Safety policy having due regard for personal safety and that of colleagues and service users. Bringing any identified hazards or concerns to the attention of your line manager.
- To be aware of current, national and local issues relating to local government and authority Prepare reports and maintain all necessary records including computerised records for administrative and statistical purposes in children's services.
- Ensure that records are secure, confidentiality is maintained in accordance with policy and that effective communication systems are maintained within the service and with partner agencies, complying with local information sharing protocols and the Data Protection Act.

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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>			
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)			
1. Ability to demonstrate effective organisational skills		A/I	3
2. Ability to work on own, use own initiative as well as being able to work within a Multi-disciplinary team		A/I	3
3. Ability to lone work and carry out home visits		A/I	3
4. Ability to prioritise own work and meet deadlines, demonstrating effective time management skills.		I	3
5. Proven ability to demonstrate the skills and strategies required to assess and intervene with children, young people and their families.		A/I	2
6. Ability to devise and implement individual plans with children, young people and families based upon effective assessments.		A/I	3
7. Ability and ideally previous experience of, writing comprehensive, succinct and analytical reports for panels and meetings.		I/A	3
8. Ability to communicate effectively with a range of people in a range of forums, face to face, over the phone and in writing		A/I	3
9. Demonstrate the ability to co-ordinate meetings and follow up agreed actions.		A/I	2
10. Ability to deliver one to one interventions and group based interventions.		A/I	3
11. Demonstrate a willingness to undertake appropriate training and development		I	3
<b>Knowledge</b>			
12. Knowledge of Restorative Practice		A/I	3
13. Demonstrate an understanding of safeguarding and vulnerability.		A/I	3

14. Demonstrate an understanding of risk management.	A/I	3
15. Demonstrate an understanding of guidance in relation to Early help	A/I	3
16. Understanding of promoting culturally sensitive services to diverse communities	I	3
17. Demonstrate a commitment to anti-oppressive practice.	I	3
18. Demonstrate an understanding of child and adolescent development.	I	3
19. The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	I	3
20. Knowledge of children ,young people and families with additional needs	A/I	3
<b>Experience</b>		
21. Working with vulnerable children, young people and their families ensuring positive outcomes are achieved	A/I	3
22. Experience of working in a multi-disciplinary setting	A/I	3
23. Experience of delivering evidence based interventions and programme	A/I	3
24. Evidence of continuous professional development (where applicable)	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Level 4 or equivalent qualification working with children, young people or community justice studies and/or significant/substantial experience within a relevant field	A	
<b>Other essential requirements</b>		
Fully driving license and use of vehicle with appropriate business insurance	I	3
An awareness of, and commitment to, equality of opportunity	A/I	3
Awareness of, and commitment to, confidentiality and handling data	A/I	3
<b>Updated by Julie Jones</b>	January 2020	