



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

JOB TITLE:	Adolescent Support HUB Worker		
GRADE: JOB CODE:	GRADE (G7)+ 10 % unsocial hours SCP 28-33 CHI255ADOG7	SERVICE AREA:	Children's Services
REPORTS TO:	Assistant Manager and Team Manager	LOCATION:	Children's Services buildings within Walsall Borough
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Completion of an Enhanced Disclosure and Barring Service(DBS) • To work flexibly on a rota basis that will cover the needs of the service inclusive of early morning provision, weekends, evenings and Bank Holidays. The service day is 8.00am to 10.00pm. On call emergency response is 10.00pm - 8.00am • Weekends on call emergency response other than planned work. • To accompany children, young people and their families on activities, important appointments and meetings as part of a support plan. • To be able to transport children and families when required this will include (if a driver) ensuring appropriate insurance and indemnity for use of private vehicles and or use of the Services fleet transport. • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. 		

1. Main purpose of the job role:

- You will work in a MDT to develop trusting relationships with YP and their network to stabilise their lives and build their resilience and capacity reducing the need for specialist interventions or LAC accommodation and increasing their capacity to make use of community and personal resources to move forward in their lives.
- You will work with YP and their families to become net contributors, contributing to their own families, networks and communities.
- You will be committed to working with children and their families from a strength based and assets perspective with aspiration for young people as a key driver for your interventions .You will need to be confident that you have the characteristics and ability to cope with the challenges the work will bring.
- You will using a family focused and strength-based approach, work with the young person and family to develop preventative plans with the family, utilising relationships and resources in their wider support networks.
- You will provide holistic support and care to young people and their families through a range of support and interventions which will include outreach, detached, 1:1 sessions, parenting interventions including bespoke parenting work, group work (Young People and Family Based) and crisis intervention through day and o/night responses as and when we required
- You will work with young people and families who are impacted on by multiple forms of Adverse Community and Childhood Experiences and will undertake work under the supervision of your Deputy Manager and /or team manager that will required specific risk assessments to be in place to ensure the safety of the young person and staff.
- You will manage, co-ordinate and deliver help from your colleagues in the Multi-Disciplinary Team and other agencies, to the child and their whole family. This will include undertaking work with younger siblings, fathers present and not present in the home and others identified by the YP as significant.
- You will contribute from a co-design stance to the planning and delivery of identified work activity that will help young people and their families achieve the specific goals and outcomes

that both the lead professional and the child, family and family's network have identified as actions that will improve their lives.

- Support complex young people and high need families to become involved in their local community and to access wider opportunities in education, leisure and volunteering.
- Work directly with young people providing appropriate and tailored support to address a range of developmental needs including challenging and risk taking behaviour.
- Encourage parents' independence and self-reliance, helping them to develop a consistent and positive approach to parenting their adolescent, addressing behaviours and overcoming challenges. This should include promoting and facilitating through bespoke programs, parental understanding of a young person's needs and development during adolescence and the transition to adulthood.
- As an ASHW you will work alongside Children's Social workers and or named lead Professionals in EH and YJS and contribute to Child and family assessments, Child protection plans, EH Plans, Child in Need Plans, Young carer support plans and respite plans for support
- You will support and enhance the teams practice stance and commitment to rigorous evaluation of impact by way of effectiveness measures in the direct work undertaken and collection of information for the purposes of the evaluation of the KPI's for the service inclusive of service user's feedback.
- You will support the Assistant Manager and Team Manager and will undertake as part of duties a designated worker support role for the intersection of Pathways into and out of the service as part of its ongoing development plan, these being specifically:
 - a clear collaboration with and protocol to the Behaviour support service in working with YP missing in education, those experiencing exclusion and or risk of exclusion and those in API.
 - Working with the Walsall Fostering Service and Safeguarding Service to develop the support package from the service to foster carers recruited to offer respite provision to YP under S17 and or/ s20
 - To work with Commissioning, Housing and relevant others to develop a service offer for YP with high needs who will benefit from Local provisions including supported Lodgings and Supported accommodation, YP 16+ who without higher levels of support may not be deemed suitable for such local bespoke provision.
 - To work with private enterprise and Local Businesses, Community groups, One Walsall and Walsall for All, Impact, Connexions and others in developing community assets, responses and support for and with YP to enhance their work and voluntarily work opportunities .

These Pathways and intersections are likely to grow and change as the service develops.

2. Role specific duties and accountabilities:

- To support young people and their families to maximise their potential by direct work ensuring that their physical, emotional, mental health, safety, learning and social needs are met.
- To practice in a non- discriminatory and in a culturally competent manner sensitive to their individual identity needs, religious, gender, culture and sexuality, recognising the environmental and social impacts of discrimination that are affecting personal and social behaviour.
- To take part in the team MDT assessment as part of the single assessment to formulate the YPs and family plans Prepare analytical and good quality assessments, which will have a strength based focus and form the basis of the plan of work. This will include completing the assessment in the home and ensuring it clearly reflects the voice of the young person and the family.
- Coordinate the family's action plan, communicate proactively with all contributors, to ensure information is shared appropriately and outcomes are achieved in a timely way
- Enable the young person and their family to draft the family's action plan.
- To undertake with the family income maximisation assessments directly addressing the impact of poverty and low income on family capacity and functioning contributing this knowledge to the agencies around the family and when formulating plans with families in addressing their identified concerns .
- To work in the family home on an intensive basis as and when required taking into account lone working policy, procedures and the dynamic risk assessment of the YP person and their family.

- Where agreed in the plan to be the single point of contact and co-ordinator whilst carrying out agreed plans of work.
- To work with the family, professionals and the specialist workers in the team in detailing the teams plan for the YP and their family and appropriate interventions including individual and group work, bespoke family and EB parenting programmes that will address the needs identified.
- To support YP and their families in building trust and social awareness with adults and peers in order for them to build trust and manage their own feelings and behaviours appropriately.
- To apply appropriate approved positive behaviour management and or de-escalation techniques to support children and young people in crisis where behavioural difficulties have been identified or emerge during engagement and are in line with agreed and written individual risk management plans.
- To co-ordinate, supervise, facilitate a range of activities' with Young people, their networks and families aimed at supporting YP and their families to develop self and family efficacy and believe in their agency to be able to take control of and influence their lives.
- To support parents, carers and family with opportunities for work and social activity such as paid and voluntary employment, adult learning
- To develop links with the resources within the young person's locality so as to access support to family and YP, such as schools, Business and other institutions, undertaking this in collaboration with other specialist teams such as YJS, BSS and others.
- To use Restorative approaches in a community setting to widen the circle for YP and their families in their community by using family and community circle time, FGC and Restorative Justice Conferences as means of communication and problem solving where appropriate.
- To use a range of Solution focussed techniques to enable communication between YP and their networks.
- To use Motivational Interviewing techniques where it is appropriate in supporting recovery plans for YP and their families where Substance Misuse may be the key risk.
- To prepare reports and participate in meetings relevant to the YP and their family inclusive of informal and formal decision making forums and the family Court.
- To maintain and contribute to a hub of team resources for interventions and use systems to monitor and record their usage on the case file.
- To ensure compliance with management instructions and protocols as to the recording of any expenditure and activity and to comply with Walsall Council financial procedures and standing orders.
- To provide support as required to the Deputy Manager and Team Manager in the development of a flexible, adaptive and outwardly directed service including the development of portfolio roles in regards to the services Pathways.
- Develop and utilise effective communications skills (non-verbal communication, active listening, self - regulation and emotional competence
- Support effective and timely information sharing with professionals, families and young people
- Fully understand confidentiality and data protection in general and within the role in particular.
- Support a culture of effective working relationships with team colleagues, managers, partners and other stakeholders

Safeguarding

- Be actively committed to safeguarding; promote the welfare of children, young people and adults and raise concerns as appropriate
- To be vigorous in safeguarding YP from harm, ensuring contemporaneously recording any concerns about a YP or any allegation a YP may have made in regards to their safety, ensuring to follow Walsall's reporting concerns safeguarding procedures, reporting to your supervisor and the child's allocated Social worker or other Lead Professional if not you.
- Be alert to signs of distress or abuse and take appropriate action.
- Provide additional support and comfort to young people under stress and understand your duties under confidentiality and data a protection when dealing with allegations of abuse.
- Ensure when lone working appropriate risk assessments are in place and be committed to dynamic risk assessments to ensure the maintenance of appropriate boundaries between service staff and YP and their families

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 post holder 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.

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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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - 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.	A	3
Accountability - 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.	A	3
Transparency - 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	3
Ethical - 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.	A	3
Abilities/Skills:		
Ability to demonstrate effective organisational skills.	A/I	3
Ability to work on own initiative.	A/I	3
Ability to demonstrate a range of strategies in managing stress and anxiety in work role.	A/I	3
Ability to prioritise own work and meet deadlines, demonstrating effective time management skills.	A/I	3
Ability to work as part of the team and with clinical specialist.	A/I	3
Proven ability to demonstrate the skills and strategies required to assess and intervene with young people and their families.	A/I	3
Ability to devise and implement individual plans with young people and families based upon effective assessments.	A/I	3
Ability and ideally previous experience of, writing comprehensive, succinct and analytical reports for panels and meetings.	A/I	3
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

Demonstrate the ability to chair meetings and follow up agreed actions.	A/I	2
Ability to deliver one to one interventions and group based interventions.	A/I	3
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Demonstrate a willingness to undertake appropriate training and development as part of CPD.	A/I	3
IT skills sufficient to use CMS Mosaic or be trained to use MS Office /Office 365 and email.	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working with young people 8-19 is essential in community and or residential settings.	A/I	3
Experience of working effectively with Young people and or their family who have complex needs, or are LAC or risk of LAC.	A/I	3
Experiencing of working with YP with complex and challenging behaviours.	A/I	2
Demonstrate an understanding of safeguarding and vulnerability and risk factors impacting on adolescence including contextual and or complex risk factors.	A/I	3
Demonstrate use and understand of dynamic risk management as opposed to risk Management.	A/I	3
Demonstrate an understanding of restorative approaches and commitment to be trained in RP.	A/I	3
Understand child development and the stages of adolescence.	A/I	2
Understanding of culturally sensitive issues when working with diverse communities, and a commitment to working with people of all backgrounds	I	3
The ability to work within a Human rights framework.	I	3
Commitment to professional development, reflective practice.	A/I	3
Demonstrate an understanding of child and adolescent development.	A/I	3
Qualification: 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.		
A Level 3 or equivalent and / or vocational qualifications (e.g. children and young people or, community justice studies)	A	
Training in evidence based programmes including Parenting, Family Group Conferencing, Restorative Justice or similar. Training in de-escalation techniques, TEACH / NVR Formal training in RP Formal training in SFBI, TCI, SNBT	A	
Other Essential Requirements		
Prepared by:	Bev Barnett Jones	Date: July 2019