



Walsall Council

JOB TITLE:	Senior Family Support Practitioner		
GRADE: JOB CODE:	G9 CHI217SENIG9	SERVICE AREA:	Childrens Services, Early Help
REPORTS TO:	Team manager Early Help/Social Care	LOCATION:	As Required
SPECIAL CONDITIONS:	* Enhanced DBS disclosure is required for this post * Ability to travel from location to location * Expectation to work evening and weekends		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. 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.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- 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.

2. Main purpose of the job role:

- To develop and manage a high performing multi-disciplinary team providing a range of evidence based/informed interventions to support the reduction of Looked After Children
- To Work in partnership with the Multi Agency Screening Team, Initial Response Service, Cooperate parenting and Safeguarding and Family Support Teams, identifying the most complex families and providing a package of evidenced based intervention which will reduce risk, secure better outcomes and reduce the need for specialist support
- To develop and coordinate the delivery of evidence based programmes and projects including Family Group Conferencing, Freedom Programme, Parenting programmes, restorative approaches, mediation, etc
- Work in partnership with locality teams to ensure effective systems and pathways are in place to support step down to targeted and universal services and sustainable risk reduction for children

3. Role specific duties and accountabilities:

Horizon Scanning

- To be aware of the council complaints and representation process.
- To participate positively in the implementation of the new working methods and practices as required.
- To ensure the interventions on offer meet the needs of Children/ young people, parents (including fathers) of differing abilities, cultural groups and ages.
- To use management information systems effectively.
- To promote a positive public image of all Walsall Council Children's Services.
- To be aware of current national and local issues relating to Local Government and to the Authority insofar as they impact on the post.
- To promote and enforce the Council's Equal Opportunities Policy and ensure services take account of the cultural, religious and linguistic backgrounds of users and meet the relevant Equality Standards.
- To promote the development and implementation of new ways of working and modernised service delivery, including the use of e-working.

Leading People

- To support the development of a culture of continuous quality improvement and ambition within Children's Services, including the implementation of quality standards and quality monitoring systems that are informed by the views of children/young people, parents, and carers.
- To provide supervision, carry out observations of practice and audits with colleagues as determined by the Group manager
- To provide advice, guidance and support to colleagues in Early Help locality teams in effective case management to ensuring we are improving outcomes for children and young people and are keeping them safe

- Develop and maintain a range of strategies and resources to effectively engage children, families and partner's agencies and communities.
- To provide advice, guidance and supervision of the multi-disciplinary team, providing them with case management oversight and supporting them to effectively manage their cases and develop risk management and safeguarding skills.
- To support individuals on practice placements, support workers or colleagues from other service areas in gaining an understanding of best practice in Edge of Care team
- To regularly review the delivery of intervention programmes and report any concerns around training, training timescales, programme facilitation and delivery.
- To effectively communicate and work in partnership with colleagues and partner agencies including Children's services specialist services, Probation, Police, Early Help locality clusters in a pro social, social focused manner to ensure services are joined up for individual families or small cohorts of families (for example in facilitating a project or group work programme).

Managing Resources

- To maintain a central Hub of resources for interventions and use systems to monitor and records its usage
- To contribute to the management of resources through the appropriate recording of expenditure
- To comply with Walsall Council's financial procedure and standing orders
- To maximise opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives
- Prepare reports and maintain all necessary records including computerised records for administrative and statistical purposes in Children's Services.
- Contribute to the development and review of the Children's management information systems in planning and monitoring training and delivery.
- Support the maintenance of effective communication systems within Children's Services and with partner agencies, complying with local information sharing protocols within the Data Protection Act.

Managing Performance

- To participate in individual and team development activities.
- To contribute to the development of service plans and performance objectives, targets and outcomes in accordance with Council's Plans and commitments.
- To be committed to promoting anti-oppressive practice.
- To develop area of specialist skill and knowledge as resource to Children's Services.
- To ensure children, young people, parents and carers are aware or have access to the services complaints procedure.
- The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- To manage assigned tasks in accordance with policies, procedures and protocols.
- To make a speedy and appropriate response to all work allocated in accordance with above.
- To devise, implement, oversee, support, develop and evaluate a specific designated area as outlined in the purpose of the job and to ensure that the performance of that designated areas of responsibility is of a good quality, evidenced based and where possible ensure the active involvement of children/young people, parents, carers and partner agencies.

- To complete timely and good quality reports to the performance of the designated area of responsibility.
- In collaboration with the Group managers will undertake allocated pieces of reflective practice/reviews and contribute to the evaluation of specific projects.
- To provide management oversight of identified pieces of work with children/young people and their families that is linked to Initial or Core Assessment to address issues of risk and vulnerability and prevent children from becoming looked after.
- To oversee the provision of timely and good quality reports relating to Children/Young People and their families including Child Protection case conference, Care Proceedings, LAC reviews and Court Statements.
- To devise implement, oversee, monitor, evaluate and review intervention plans to address identified needs of Children/Young People and their families.
- To accurately maintain client information records

Managing Self

- The post –holder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constrictively with the line manager to identify personal strengths and agreeing action in relation to development needs.
- To promote effective teamwork, and deploy workload appropriately
- Maintain effective communication across partnership agencies

4. Key Stakeholders and reporting lines

- Team Manager and Group Manager
- Responsible over: day to day support and supervision of multi-disciplinary team including Family Support Workers, Parenting Practitioner, Mental Health Worker, Substance Misuse Worker and Family Group Conference Facilitators.



JOB TITLE	GRADE	
<p>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.</p>	<p>Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T</p>	<p>WEIGHT CODE shows relative importance Low=1 Medium=2 High=3</p>
<p>Behaviours: refer to corporate behaviours document</p>		
<p>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.</p>	A/I	3
<p>Leadership - 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.</p>	A/I	3
<p>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.</p>	A/I	3
<p>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.</p>	A/I	3
<p>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.</p>	A/I	3
<p>Abilities/Skills: (refer to JE guidance document)</p>		
<p>Ability to demonstrate effective organisational skills</p>	S/I	3
<p>Ability to work on own initiative</p>	S/I	
<p>Ability to prioritise own work and meet deadlines, demonstrating effective time management skills.</p>	S/I	3
<p>Ability to work as part of the team</p>	S/I	3
<p>Proven ability to demonstrate the skills and strategies required to assess and intervene with young people and their families.</p>	S/I	3
<p>Ability to devise and implement individual plans with young people and families based upon effective assessments.</p>	S/I	3
<p>Ability and ideally previous experience of, writing comprehensive, succinct and analytical reports for panels and meetings.</p>	S/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	S/I	3
Demonstrate the ability to chair meetings and follow up agreed actions.	S/I	2
Ability to deliver one to one interventions and group based interventions.	S/I	3
Demonstrate a willingness to undertake appropriate training and development.	S/I	3
Demonstrate an understanding of guidance in relation to Safeguarding, Early Help and Social Care	S/I	2
Demonstrate an understanding of safeguarding and vulnerability.	S/I	3
Demonstrate an understanding of effective case management and risk	S/I	3
Understanding of promoting culturally sensitive services to diverse communities	S/I	3
Demonstrate a commitment to anti-oppressive practice.	S/I	3
Demonstrate an understanding of child and adolescent development.	S/I	3
Experience of working with and providing evidence based interventions to children, and young people and families is essential.	S/I	3
Experience of working with families with complex needs including LAC, is essential	S/I	3
Experience of developing and managing a high performing team	S/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 degree level qualification relevant to Early Help or Social Services or a relevant honours degree (e.g. criminology, youth justice, psychology, youth and community)	S	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
IT skills sufficient to produce data, information and reports using word processing, power point, spreadsheets and email.	S/I	3
Prepared by:	Morag Manson	Date: 15/03/2022