



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

Standard Template

<b>JOB TITLE:</b>	Family Support Worker (Early Help)		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Childrens Services
<b>JOB CODE:</b>	CHI154FAMIG7		Early Help
<b>REPORTS TO:</b>	Team Manager	<b>LOCATION:</b>	As required within Walsall
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Enhanced DBS check is required for this post</li> <li>• 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>		

**Main purpose of the job role:**

- To work as part of a multi-disciplinary team to provide an integrated whole family approach to families with children/young people aged 0 – 19 who present multiple, complex needs which cannot be met by a single agency in a universal setting.
- To assist in the delivery of robust services to children and young people who are at risk of needing specialist interventions or become Looked After by the Local Authority (LAC).
- To support to the effective safeguarding of children and young people through; contribution to multiagency plans, timely identification of risks and vulnerabilities and onward referrals to the relevant Children’s Social Care Services or other agencies as appropriate.
- 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 Children’s Services and the Locality Hubs
- To carry out a range of tasks as identified and allocated by the Senior Family Support Team Manager or Group Manager

**REPORTS TO:** Team Manager

**RESPONSIBLE OVER:** No line management responsibilities

**Managing Quality:**

- 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 and young people as well as partner agencies.
- To be aware of, and able to signpost young people and their families to, the council complaints and representation process.
- To participate positively in the development and implementation of new working methods and practices.
- To ensure interventions on offer meet the needs of victims, young people, parents/carers of different abilities, cultural groups and ages.
- To adhere to the Walsall Council Code of Conduct and promote a positive public image of Walsall Council Children’s Services.

- To promote and enforce the Council's Equal Opportunities policy, and ensure services take account of the cultural, religious and linguistic background of users and meet the relevant Equality Standard.
- 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 insofar as they impact on the post.

**Managing Information:**

- 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.

**General:**

- Participate in individual and team development activities and team meetings.
- To contribute to the development of service plans and performance objectives, targets and outcomes in accordance with the Council's and partner agencies plans and commitments.
- To be committed to promoting anti-oppressive practice.
- The job description is representative and the post holder must be flexible and may be required to undertake other duties appropriate to the general character and grading of the post.

**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	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<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.	A/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.	A/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.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Ability to demonstrate effective organisational skills	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	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
Demonstrate a willingness to undertake appropriate training and development.	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
<b>Technical Skills</b>		
IT skills sufficient to produce data, information and reports using word processing, power point, spreadsheets and email.	A/I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
<ul style="list-style-type: none"> <li>Experience of working with young people 8-19 is essential or</li> </ul>	A/I	3

<ul style="list-style-type: none"> <li>• Experience of working with Children 0-8 or</li> <li>• Experience of working with children, young people with SEND</li> </ul> (pending vacancy as team requires a skill mix)		
Experience of working effectively with family who have complex needs, or at risk of LAC, is essential	A/I	3
Experience of working in a multi-disciplinary setting would be an advantage	A/I	2
Experience of delivering evidence-based interventions and programme	A/I	2
Evidence of continuous professional development (where applicable)	A/I	3
Demonstrate an understanding of safeguarding and vulnerability.	A/I	3
Demonstrate an understanding of risk management.	A/I	2
Demonstrate an understanding of guidance in relation to Early help	A/I	3
Understanding of promoting culturally sensitive services to diverse communities	A/I	3
Demonstrate a commitment to anti oppressive practice.	A/I	3
Demonstrate an understanding of child and adolescent development.	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.		
A Level 3 or equivalent and / or vocational qualifications (e.g. children and young people or communities) Or experience working with children and families this could include:  Training in evidence-based programmes including Parenting, Mediation, Family Group Conferencing, Restorative practice	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by</b> <b>Natasha Gayle</b>		<b>Date:</b> <b>1/8/2022</b>