



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Family Worker	Role Profile Number: SO00041
Grade: M	Date Prepared: June 2016
Directorate/Group: Children, Families & Community Health	Reporting to: Family Service Co-Ordinator
Structure Chart attached:	

Job Purpose

Our aims are to work with children and families who have been assessed as being at risk and to provide an intensive and extensive support programme in order to prevent family breakdown and/or escalation to statutory social care services.

The Team also support families who meet the Troubled Families criteria and this post will provide support and interventions to enable those families to meet the outcomes detailed in their individual/family plan.

The post holder will be required to work with children and their families, providing a range of individual and family work packages, individually tailored to suit the needs of the family. You will also be involved in assessment and planning.

The complexity and nature of the role and responsibilities will develop as the post holder becomes more experienced.

You will also be involved in delivery of a range of group work programmes for children and parents. Our work involves close liaison and joint work other service providers as part of an integrated service for children and their families

Key Accountabilities

1. To provide appropriate support to address plans for children and families identified as meeting the criteria outlined in the Early Help Record and Plan or Statutory Assessment, working with assigned lead professionals as appropriate.
2. Where appropriate and assigned by the Family Service Co-Ordinator, to take the lead role on specific aspects of support with individual children and/or their families.

3. To work with children, young people and families to provide practical, personal and emotional support, to meet their needs and to have a positive impact on their lives. This will involve using a range of evidence based interventions including: parenting support and programmes, restorative practice, positive activities, family mediation, whole family approach and practical and financial advice and support.
4. To encourage and support parents in contributing to their children's development and improving their outcomes. This may be achieved through formal parenting programmes as well as individual support. This requires a respect for family cultural differences and diversity
5. To work actively with parents/carers and other family members in encouraging positive parenting and in promoting positive family life within the local community.
6. Creatively use activities, tools and skills to empower families to articulate their aspirations, develop plans for their lives and make these plans real; identify strengths and also issues and vulnerabilities that they want to work on; and build new capabilities.
7. To develop and support community initiatives with other agencies
8. To deliver and/or contribute to a range of group work programmes
9. To consult and involve children, young people and families in all assessments, support and care plans and service development
10. To work in partnership with a range of professionals across Children, Families and Community Health and other agencies to meet the needs of children and families
11. To maintain accurate, concise and contemporaneous records as required under the department's guidance and regulations.
12. Share information and contribute to statutory assessments as required working within the legal framework for child protection and safeguarding and for vulnerable adults.
13. To undertake duties during flexible working hours that meet the needs of children and families such as evenings and weekends within the post holder's normal working/contractual hours
14. Contribute to a professional service that safeguards and promotes the welfare of vulnerable children, young people and families within their local and wider communities.
15. Work closely with the Team Manager and Co-Ordinators in developing new and innovative ways of working to improve outcomes and work with children, young people, parents and communities to support their input into the design, delivery and evaluation of services.
16. To undertake any other duties and responsibilities within the range of the salary grade.

Supplementary Accountabilities

- To advocate on behalf of Children
- To contribute to the development of mentors and volunteers

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- General working knowledge of relevant legislation, guidance, policy, procedures and working knowledge of good child development and care practice.
- Thorough knowledge and understanding of safeguarding
- Knowledge of assessment and planning for children and families
- Proven experience of using a variety of approaches to encourage initial and sustained engagement by families including assertive outreach, persistence, motivation and empowerment.
- Experience of working with issues of conflict and confrontation and an ability to diffuse difficult situations
- Understanding of the complex and changing nature of relationships
- Knowledge and ability to work within a local community of diversity and diverse needs.
- Computer literate and working knowledge of relevant IT software packages
- Ability to prioritise your work and meet deadlines
- Ability to build effective relationships with children, young people and families in the community to ensure that all health, educational, emotional, physical and social needs are met.
- Ability to work autonomously and as part of a team.
- Ability to handle complex and challenging situations.
- Ability to attend and contribute to relevant meetings to ensure the best possible outcomes.
- Ability in both written and verbal communications.
- A genuine desire to work closely with and support families in crisis/difficulties

Qualifications

- Recognised qualification in a relevant field ie family work, social care, housing, youth and community (qualified grade) or an ability to demonstrate recent, relevant and substantial experience (unqualified).

Decision Making

- The post holder will report for supervision to their Family Practice Co-Ordinator, and through supervision will receive guidance on decisions relating to their work.
- The post holder must always respect the 'rights' of children, young people and families to be fully involved in the decision making process.
- Decisions about child protection and safeguarding matters.

Creativity and Innovation

- To be able to work flexibly to meet the needs of children, young people and families.
- To be able to identify effective methods of engaging children and families.
- Prioritise and manage workload using a wide range of strategies.
- Working in partnership with other agencies to support the individual needs of the child, young person and family

<u>Job Scope</u>		
Number and types of jobs managed NIL	Budget Holder Responsibility	No
Typical tasks supervised/allocated to others None	Asset Responsibility:	.

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people?”

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	