

<b>Job Title:</b> Family Service Co-Ordinator	<b>Role Profile Number:</b> SO036
<b>Grade: Q</b> <b>Salary:</b>	<b>Date Prepared:</b> June 2016
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Family Service Manager
<b>Structure Chart attached:</b>	No

**Job Purpose**

The role of the Family Service is to provide early help to the most vulnerable children, young people and their families to prevent the escalation to statutory social care services. The Service will use a whole family approach, assertive outreach, assessments and plans and intelligent mapping to target appropriate supporting resources. The primary source of work will be through the Family Contact Point/MASH and also through families identified by Social Care Teams/Health Professionals and agreed to be supported by the Service.

In addition to assisting with the management of the service through the co-ordination of a team of Family Service Workers, this role will also be key in acting as an “Early Help Decision Maker” in the MASH on a rota basis.

Support the Family Service Manager to deliver a safe, efficient and quality service.

To co-ordinate work with families to ensure the well-being of children and young people

To support families in cooperation with allied professionals.

**Key Accountabilities**

- To assist with the management and coordination of a team of Family Service Workers.
- To allocate, supervise and monitor workloads, making reports on progress to the Team Manager
- Assist with the recruitment, selection and induction of staff and manage their performance through regular supervision and appraisal following the agreed policies.
- Contribute to effective and efficient delivery of the service according to agreed priorities.
- To keep up to date with professional practice, ensure the quality of the service offered.
- Share skills and expertise and support staff’s professional practice.
- To plan and co-ordinate targeted support services for families, children and young people
- To plan and organise the delivery of individual needs led care packages in partnership with other relevant agencies to meet outcomes required.
- To act as an advocate for identified families, children and young people to facilitate access to, and understanding of appropriate services.

- To be responsible for accessing or delivering appropriate services to children, young people and their families.
- To be responsible for supporting and implementing team around the child (TAC), child protection and child in need plans as appropriate.
- To work closely with the Family Service Manager and Co-ordinators to monitor performance of the Service; making recommendations for service improvement and contributing to reports on performance.
- Participate in the audit of casework and gathering evidence.
- Support staff access to CPD
- Plan, organise and chair meetings.
- Promote integrated working practices.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work.
- Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Contribute to and participate in his/her own personal development Programme.
- Undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post.

### **Supplementary Accountabilities**

- To work within a multi-agency forum acting as the named Lead Professional for Early Help in the decision making team within the MASH (see attached sheet).
- To participate in the staff appraisal process, maintaining records of personal development and training using the I-Trent system.
- Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend working, for which time off in lieu of payment should be taken at a time agreed with the Team Manager. Overtime will not be paid

### **Knowledge & Experience**

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

- Skills in staff supervision and development
- Demonstrable experience of a range of services to vulnerable people
- Demonstrable working knowledge of relevant legislation, guidance and policy context relevant to the service area
- Understanding of Troubled Families Programme
- Commitment to a child-centred approach
- Demonstrable ability to organise and prioritise work appropriately
- Ability to translate complex information into an appropriate format that may be understood by a wide audience.
- Ability to negotiate with and motivate staff, children, young people and their families to engage with appropriate services.

- Commitment to team work and engagement
- Commitment to multi-agency working across a range of services to promote better outcomes for children and families.
- A working knowledge of performance management and service development
- Excellent interpersonal skills
- Computer literate with working knowledge of Microsoft office and other software packages
- Ability to work to tight deadlines in often pressured environments

### **Qualifications**

- Professional qualification in a related field
- Registration with the appropriate professional body
- Supervisory qualification or equivalent experience

### **Decision Making**

- Day to day decision making in the management of caseloads.
- To be able to identify safeguarding concerns and act appropriately working to agreed procedures.
- To have the ability to analyse and evaluate conflicting opinions and communicate relevant information to parents and other professionals.
- To address and minimise risk in the work environment undertaking risk assessment as required

### **Creativity and Innovation**

- To respond to situations and use knowledge and experience to offer guidance and tailored support to children and their families in crisis, to safeguard and promote their welfare

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b> Senior Family Workers x 3 (Grade N) Family Workers x 6 (Grade M)</p>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p>
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### **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)*

- Children and their families
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations
- Family Service Management Team
- MASH Team
- Other service areas across the Council

**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)