

Job Title: Family Support Practitioner	Role Profile Number: SBC_11366
Grade: CFL7 Salary:	Date Prepared: July 2024
Directorate/Group: Children, Families and Community Health	Reporting to: Assistant Team Manager or Team Manager
Structure Chart attached:	Yes

Job Purpose

To work with families in need of help and support allocated to the Children’s Social Care Teams . You will be helping families where there are identified needs, including child protection concerns, and where children are at risk of entering care, or have recently come into care. You will have a small caseload of families allocated to you and will also be working alongside Social Workers in the team to provide assistance to the families they are working with. You will aim to support families to safely care for their children; providing practical advice and assistance; and supporting any changes that need to be made in order to facilitate this.

You will be required to: plan, co-ordinate and deliver targeted support for families, children and young people; to attend multi-agency meetings such as Team around the Family, Child in Need, Child Protection conferences and multi-agency risk panel; to contribute through your case recording to the monitoring and reporting of team performance, to service audit activity, and to the development of the service as a whole.

You will have a high level of knowledge and understanding of child development alongside high levels of understanding of child protection and safeguarding. You will also demonstrate initiative, resilience, skills in risk management, the ability to manage your time well.

This role will involve Swindon-wide travel, working alongside others, working alone, and working with families in their own homes.

Key Accountabilities

- To provide appropriate support to address identified needs for children and families, working alongside their allocated social worker.
- To hold a caseload of children and their families experiencing complex difficulties.
- To role model high professional standards and have excellent overall knowledge of relevant legislation, regulation and practice methods.
- To display excellent behaviours and provide advice, guidance and support to help develop professional skills, knowledge and experience across the team.

- To contribute towards developing policies and procedures for the service area.
- 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: restorative practice, a strengths based approach and holistic family work.
- 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.
- To proactively engage parents/carers and other family members in encouraging positive parenting and in promoting positive family life within the local community.
- Creatively use activities, tools and skills to empower families to articulate their aspirations, identify strengths and vulnerabilities that they want to work on; and build new capabilities.
- To consult and involve children, young people and families in all assessments, support and care plans and service development
- 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.
- To maintain accurate, concise and up to date records as required under the department's guidance and regulations.
- Share information and contribute to statutory assessments as required working within the legal framework for child protection and safeguarding and for vulnerable adults.
- 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
- Contribute to a professional service that safeguards and promotes the welfare of vulnerable children, young people and families within their local and wider communities.
- Work closely with the Team Manager 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.
- Participate in appraisals and supervision as well as seeking to develop skills and knowledge.
- To undertake any other duties and responsibilities within the range of the salary grade.

Supplementary Accountabilities

- To advocate on behalf of children and their families.
- To undertake appropriate training as required.

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 child development.
- Thorough knowledge and understanding of safeguarding practice, policy and procedures.
- Knowledge of assessment and planning for children and families.
- Thorough awareness and understanding of working within national and local performance management frameworks.
- IT literate with experience in using client databases, and working knowledge of relevant IT software

packages.

- A range of experience and thorough understanding of anti-discriminatory practice.
- Full Driver's Licence with car or equivalent mobility.
- 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.
- Ability to prioritise your work and meet deadlines.
- Ability to hold and manage a caseload. Prioritise and manage workload using a wide range of strategies.
- 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.
- Demonstrate and deploy well developed communication skills, to influence co-operation and collaboration from colleagues in other agencies, in making best use of resources to meet the needs of users and carers.
- Ability to work autonomously and as part of a team.
- Ability to attend and contribute to relevant meetings.
- Ability in both written and verbal communications.
- A genuine desire to work closely with and support families in crisis and helping to overcome difficulties.

Qualifications

- Recognised qualification in a relevant field i.e. 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 Manager, and through supervision will receive guidance on decisions relating to their work.
- Management of own time and prioritisation of own workload tasks within the support of the supervision framework.
- Working on own initiative and with colleagues from across health and social care professions, making decisions regarding appropriate support to meet the needs of children and families.
- The post holder must always respect the rights of children, young people and families and enable them to be fully involved in the decision making process.
- Identify and make decisions regarding child protection and safeguarding matters where children are believed to be at risk.
- Able to make effective decisions regarding the safeguarding of vulnerable adults, in a safe and timely way by adhering to the policy and guidance.
- The role requires the ability to problem solve, and make decisions in situations, which are often complex, unstable, and/or at times of crisis. This requires the careful balancing of risk, and at the same time recognising the importance of not taking control over a person's life, applying the principles of personalisation.

Creativity and Innovation

- To be able to work flexibly to meet the needs of children, young people and families.
- Creative engagement in a person centred manner to enable problem solving and Support Planning to promote the independence of service users and Carers and maximise the outcomes achieved from appropriate resources.
- Working in partnership with other agencies to support the individual needs of the child, young person and family.
- Report writing, communicating / interacting effectively and responsively with Service Users and Carers in a manner appropriate to their communication needs.
- Flexibility of approach to other groups/organisations.

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• None Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Delegate some administrative tasks to business support officer	Budget Holder Responsibility Asset Responsibility:	No Laptop and mobile phone
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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)

- Develop and sustain excellent working relationships with Service Users, Carers, families, others directly involved with the Service User and members of the general public.
- Develop and sustain excellent communication and working relationships with colleagues across health and social care, both within and across departmental teams; and with other agencies and statutory/voluntary organisations.
- Actively engage with Managers to develop consistency in practice across the service, in order to optimise effective outcomes for Service Users and Carers.
- Actively engage with team colleagues in order to: ensure appropriate service delivery for Service Users and Carers (including highlighting performance standards and evaluating individual performance); and develop and maintain a positive working environment.

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).

- As you will be working with families experiencing stress, trauma and life challenges you should expect that you may have to deal with people who are worried, upset and angry, and any behaviours that

follow from that.

- In your role as you are working directly with families in their home you may be required to provide practical assistance to enhance families skills.

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