

Job Title: Family Co-ordinator	Role Profile Number: SBC_11911
Grade: Health, Care & Wellbeing Level 9 Salary:	Date Prepared: July 2023
Directorate/Group: Children, Families and Community Health	Reporting to: Operations Manager
Structure Chart attached:	Yes

Job Purpose

This is a generic role profile for all Family Co-Ordinator's working in Children, Families and Community Health. This includes roles in Early Help (Contact Swindon, the Localities, U-turn and On-track services), Edge of Care, Family Safeguarding Teams, Assessment Child Protection Teams, Children in Care Teams and Positive Futures Teams.

As a Family Co-Ordinator, the post-holder will play a key leadership role in ensuring that the key aims of the service are delivered. They will have a developmental lead, which requires performance management and managerial responsibilities for Senior Family Practitioners, Family Practitioners, Youth Engagement Workers, U-Turn Workers and On-Track Counsellors.

As a Family Co-Ordinator, the post holder will supervise Senior Family Practitioners, Family Practitioners, Youth Engagement Workers, U-Turn Workers and On-Track Counsellors who work with children and their families, providing a range of individual and family work packages, individually tailored to suit the needs of the family. Practitioners work with families experiencing a range of complex issues and are responsible for assessing a child's needs and formulating a plan to ensure those identified needs are met.

Key Accountabilities

- To manage a team of practitioners of varying levels, ensuring that they have clearly defined work standards and measurable targets that are regularly monitored, using Swindon Borough Council policies and procedures to address poor performance. This includes providing monthly individual supervision, annual appraisals and reviews, group supervision, etc.
- To assist in the recruitment and selection of practitioners, ensuring that they receive an induction programme in line with Swindon Borough Council Policies.

- To have an in-depth understanding of Swindon's Threshold Guidance to be able to lead on the advice and guidance provided to partner agencies who are navigating the Early Help Assessment and Planning process.
- To supervise practitioners providing a focused intervention and a support plan for children and their families who are experiencing a variable complexity of issues, that is informed by an Early Help Assessment or Statutory Assessment. It is anticipated with interventions will be focused for a period of 12 weeks.
- To supervise practitioners who are working with children, young people and their families who are experiencing a complexity of issues; to provide practical, personal and emotional support to meet their identified needs with the overall aim being to have a sustainable positive impact on their lives. All interventions will seek to reduce the need for children to require managed transfers from local schools, experience school exclusions, prevent their needs escalating so that they require involvement from Statutory Children's Services, to come into care or a CAMHS intervention.
- To ensure that all interventions with children and their families are planned, informed by an assessment of need and will involve using a range of evidence-based interventions including: parenting support and programmes, restorative practice, positive activities, family mediation, whole family approach, motivational interviewing and practical and financial advice and support
- To plan, organise and chair meetings.
- To undertake quality assurance processes such as auditing and reviewing data.
- To lead in the delivery of Group Supervision and Action Learning Sets or the Locality (Family Practitioners and Partner Agencies).
- To role model high professional standards and have excellent knowledge of relevant legislation, regulation, guidance, policies and practice methods.
- 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
- To lead in the liaison with key providers to develop and co-ordinate a responsive menu of services and programmes for children and their families (evidence-based parenting programmes, family learning programmes, parent volunteer, mentoring programmes, etc.
- 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, evidencing a commitment to partnership and multi-agency working.
- To lead the team in encouraging and supporting parents through formal parenting programmes and individual support in contributing to their children's development and improving their outcomes.
- To ensure practitioners work with children and their families in a respectful manner that considers their cultural differences and diversity. To work with families to address issues of discrimination and inequalities.
- To ensure that children, young people and families are consulted and involved in all assessments, support and care plans, reviews, closure/step-down plans and service development.

- To lead 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.
- To develop, plan and facilitate the delivery of training for staff, schools and other agencies on identified areas of need.
- To maintain accurate, concise and up to date records as required under the department's guidance and regulations (Child and HR records).
- To display excellent behaviours and provide advice, guidance consultation and support to help develop professional skills, knowledge and experience across the locality.
- To undertake duties on a flexible basis in order to meet the needs of children and families. This includes working evenings and weekends (between 6am and 10pm Monday – Sunday) and in some teams will involve being part of a rota system to ensure that children and their families have access to a service when they most need it.
- To undertake any other duties and responsibilities within the range of the salary grade.
- Substance Misuse Specific
Ensure the delivery of evidence based Psychosocial Interventions/Harm Reduction (Cognitive Behavioural Therapy and Motivational Interviewing Techniques) to facilitate change and reduce drug and alcohol use, both in one to one and group settings.

Supplementary Accountabilities:

- contribute to the development of mentors and volunteers.
- To advocate on behalf of Parents and their families.
- 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:

- Experience, knowledge and skills in delivering individual and group supervision.
- A working knowledge of performance management and service development
- Excellent interpersonal skills
- Experience in motivating workers and colleagues to engage in delivering the right service for children and their families.
- Experience of working with issues of conflict and confrontation and an ability to diffuse difficult situations
- Advanced working knowledge of relevant legislation, guidance, policy, procedures and working knowledge of positive parenting and good child development and care practice.
- Thorough knowledge and understanding of safeguarding
- Knowledge of Supporting Families Programme
- Knowledge and experience of delivering evidence-based parenting programs with parents identified as requiring support both in groups and on a one to one basis.
- Ability to translate complex information into an appropriate format that may be understood by a wide audience.
- Ability in both written and verbal communications.

- Computer literate with working knowledge of Microsoft office and other software packages
- Ability to work to tight deadlines in often pressured environment
- Drug and Alcohol Specific:
Relevant recent experience of working in specialist Alcohol and Drug Treatment Services.

Qualifications:

Essential	Desirable
A recognised qualification at level 3 or above in a relevant field ie. Social Work, Health, Education, Youth Work	
Evidence of Supervisory or Management training	Supervision Qualification Management Qualification
A willingness to undertake training in supervision, management, leadership, coaching, etc.	
An ability to demonstrate recent, relevant and substantial experience of a supervisory role within children and families services	
Willingness to undertake training in evidence-based parenting programmes	Qualification/Accreditation in evidence-based parenting programmes
Willingness to undertake training in working directly with children and their families i.e. Motivational Interviewing, Brief Solution Focused Working, Family Links, etc.	

Decision Making

- To be able to analyse data and use this to target resources to have most impact.
- Day to day decision making in relation to planning for children and their families.
- Day to day decision making in the management of allocations and resources.
- To be able to identify safeguarding concerns and act appropriately working to agreed procedures.
- To ensure that service delivery meets contact standards and expectations where appropriate and that Swindon Borough Council's procedures, policy and guidance is adhered to.
- To address and minimise risk in the work environment undertaking risk assessment as required.

Creativity and Innovation

- To respond to situations using knowledge and experience to offer guidance and support to workers working with parents and their families in crisis, to safeguard and promote their welfare.
- To apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate demand and deliver solutions which enhance the quality and efficiency of services.

- To respond to national and local pressures through the further development of services
- Excellent interpersonal skills and influencing skills with proven ability to build and maintain effective working relationships (internally and externally) and facilitate groups

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 8 FTE (Senior Family Practitioners, Family Practitioners, Youth Engagement Workers, U-Turn Workers and On-Track Workers). <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Operational day to day management of the practitioners in the team (some of these you will not have supervisory responsibility for). 	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Lap-top, Phone, Direct Work Resources, Use of Buildings.</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)

- This role is critical in building relationships with partner agencies. It will require the ability to communicate clearly to a range of audiences and across organizational boundaries and levels.
- This role has a key interface with schools including Head Teachers and Governors.

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).

- Senior Family Practitioners and Family Practitioners will at times be working with parents who are in crisis, distressed, emotional, and challenging. The post holder will need to support them in this and help them to build resilience in order to manage and process the stressful information they are holding. Therefore, you will require emotional intelligence and resilience to respond to this. Supervision and support will be available to assist you in this.
- Ability to travel to a range of sites, and family homes as required.
- 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.