



Role Profile

Job Title: Edge of Care Family Intervention Worker	Role Profile Number: PCDN51
Grade: N Salary:	Date Prepared: June 2019
Directorate/Group: Children, Families & Community Health	Reporting to: FISS EoC & AaRisk Co-Ordinator
Structure Chart attached:	

Job Purpose

The Edge of Care team will work intensively with families where there is an imminent risk of the child or young person entering care. The service will also support children currently in care and their families, where there is an identified plan for the child to return home.

The specialist team will be dedicated to supporting families to stay together when it is safe and appropriate to do so.

The team will be made up of multi-agency practitioners who will practice using a restorative, relational approach, ensuring that families are fully supported to make the changes needed to care for their children and to prevent their entry into the care system.

As a Family Intervention Worker you will hold a small complex caseload of children, young people and families alongside their allocated Social Worker.

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 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 resilience, skills in risk management, the ability to manage your time well.

The Edge of Care team will take a flexible approach to working hours which may include being on call, evenings, weekends. This post will involve Swindon wide travel, working alone and working with families in their own homes.

Key Accountabilities

- To provide appropriate support to address need 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 and Co-Ordinator 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 families.
- To undertake appropriate training as required.

Knowledge & Experience

- 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/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).

Job Specific Competencies

- Help drive a cultural change in public services for families. Moving from a routine and service-specific focus to a service approach which focuses on addressing the holistic needs of a family, where there is risk of family breakdown.
- Move from a culture of 'referring individuals and families out' to various agencies to 'pulling-in' specialists at times of crisis where children and young people are on the 'edge of care'.

Decision Making

- The post holder will report for supervision to their FISS Co-Ordinator, 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 Service Users and Carers.

- 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.

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

- 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.

Emotional Demands of the job

- The need to manage your own emotions in order to be effective in supporting others.
- Managing own time and stress whilst working within a busy and demanding environment and the ability to work flexibly responding to service demands.

- Engaging in effective professional relationships, recognising the inherent power relationship in these transactions.
- Dealing with situations and interactions of conflict.
- Responding to Service Users, their Carers and others who can be angry, confused and distressed.
- Lone working and autonomous practice.
- Responding supportively and providing emotional support to colleagues / team members who are dealing with the above situations; and ensuring the appropriate risk assessments and de-briefing are undertaken.
- Throughout your role being a positive ambassador for Swindon Borough Council, and the organisation within which you are seconded in representing and promoting the work undertaken within the borough and service area.

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

- To be based in an operational location anywhere across the Swindon Borough Council, but to work across teams as necessary to provide equity of service.
- Lone working with potentially aggressive service users in physically challenging environments e.g. very dirty houses, pets.
- Travelling within the service delivery area and potentially occasional longer distance travel e.g. to visit service users living out of county or to attend conferences or training events.
- Potential exposure to body fluids with risks including Hepatitis A or B, HIV.
- Use of computers / VDU equipment.
- Potential for general stress from working in a busy and demanding environment.