

## JOB SUMMARY

<b>Post Title</b>	<b><i>Family Worker</i></b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>08</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD08</i>
<b>Service Area</b>	<i>Children's Services - Targeted Family Support Team</i>						
<b>Line Manager</b>	<i>Ella Davies</i>						
<b>Location</b>	<i>County Hall</i>						

### Job Purpose

- The Targeted Family support team provide preventative interventions with families so more children are supported to remain safely at home.
- The team supports with any additional service requests such as Supervised Contact and Transport.

### Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To manage a case load as allocated by the Team Manager and carry out direct work with service users as agreed by the Team Manager.
- To use mediation and negotiation skills to support children and their parents or carers in improving their relationships and reducing risk or family breakdown. If essential, to explore alternative accommodation within the wider family
- Plan interventions in conjunction with children and their parents or carers, which would support their health and well-being. When required, to signpost and refer families to appropriate agencies.
- To maintain a close working relationship with the lead worker for the family, undertaking visits and attendance at meetings when required.
- Maintain accurate records of all work undertaken in conjunction with service users, colleagues and other agencies.
- To focus on child-centred, outcome driven work and planning at all times.
- To ensure that relevant training and personal development remains a priority.
- To undertake any other appropriate duties that may be required which are appropriate to the grade of the post.

### Knowledge, Skills and Experience

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements and good practice guidance.	<i>To understand and be able to explain to families the legislation and statutory frameworks / requirements.</i> <i>To understand legislation and guidance in regard to looked after children and education.</i> <i>To work within children's social care good practice guidance.</i>	<b>E</b>	
Practical knowledge of a range of interventions to support clients.	<i>To learn how to deliver evidence-based interventions that effects positive sustainable change in individuals.</i>	<b>E</b>	
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>As a worker, the role works with a range of agencies including other services within the Council.</i>	<b>E</b>	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Working with very vulnerable families some with challenging behaviours, the role requires sensitivity and empathy to build trusting and supportive relationships.</i>	<b>E</b>	
Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	<i>To use mediation and negotiation skills to support children and their parents or carers in improving their relationships and reducing risk or family breakdown. If essential, to explore alternative accommodation within the wider family or hostel accommodation.</i>	<b>E</b>	
Proven ability to build and maintain constructive working relationships with a	<i>To manage a case load as allocated by the Team Manager and carry out direct work</i>	<b>E</b>	

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range of people.	<i>with service users as agreed by the Team Manager.</i>		
Proven ability to research, analyse and present complex information.	<i>Maintain accurate records of all work undertaken in conjunction with service users, colleagues and other agencies. To focus on child-centred, outcome driven work and planning at all times.</i>	<b>E</b>	
Proven ability to prioritise own workload and achieve deadlines.	<i>Identify, organise and complete assigned work load to achieve timescales and agreed targets.</i>	<b>E</b>	
Literate and numerate. Ability to maintain required records.		<b>E</b>	
ICT skills including use of Microsoft applications and experience of using a recording system.	<i>Able to demonstrate the use of Microsoft Word to produce a contact diary entry for a case. Able to demonstrate that can use recording systems such as ICS, children services recording system.</i>	<b>E</b>	
Proven ability to communicate one to one and in small groups.	<i>Plan interventions in conjunction with children and their parents or carers, which would support their health and well-being. When required, to signpost and refer families to appropriate agencies. To deliver group work sessions if appropriate.</i>		<b>D</b>
Proven ability to manage challenging behaviour in clients/business owners.	<i>To maintain a close working relationship with the lead worker (social worker) for the family, undertaking visits and attendance at meetings when required Ability to build trust and confidence with clients, colleagues and partners. May involve dealing with challenging behaviour and situations. Unpredictable work environment. May involve visiting clients/premises prior to assessment and without access to immediate supervision.</i>	<b>E</b>	

### Qualifications

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
GCSE level Qualifications or equivalent	<i>Grade 9-4 / A*-C in both English and Mathematics at GCSE level or equivalent</i>	<b>E</b>	
NVQ Level 2 or above in relevant field or relevant experience		<b>E</b>	
Evidence of having attended relevant short courses and training			<b>D</b>

### Other Requirements

*To be able to meet the travel requirements of the role. (E)*

### Organisational Structure (optional)

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