

Job Description

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| Job title | Family Solutions Practitioner |
| Directorate | PEOPLE : Children and Adults |
| Division | Children's Services – First Response |
| Range | MPR 4 |
| Reports to | Team Leader |

Main purpose of the job:

Medway Early Help works holistically with families with multiple and complex needs to enable them to make changes and improvements to their lives.

The Family Solutions Practitioner works closely with colleagues and families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to the family as well as co-ordinating any additional support services.

Practitioners will provide a high quality, effective and responsive service for all children, young people and their families, encouraging them to participate in interventions that complement and enhance their development and well-being, working closely with colleagues from statutory services, agencies across the partnership, carers and those with parental responsibility to facilitate good outcomes for children and their families.

Practitioners will have an area of specialism to help promote effective service delivery.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Manage a caseload of various levels of high complexity involving assessments, reviews, interventions and preparation of reports to effectively meet the needs of the child.

Work collaboratively with colleagues to devise and implement innovative family centered interventions and programmes with children, young people, and their families in various settings.

Establish rapport and build respectful, honest, challenging, and supportive relationships with children, young people, and their families in order to communicate effectively and ensure their views are heard, recorded accurately and, wherever possible, acted upon using a range of tools and interventions.

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Maintain accurate and up to date records in line with GDPR legislation and use the Children's recording system to promote effective case management.

Contribute and participate to purposeful supervision, as required to ensure reflective discussions and management oversight of workload.

Encourage and support children and young people's engagement in interventions and activities maximising the use of Medway Council's resources.

Assess and balance risk, vulnerability, and protective factors to safeguard and promote the welfare of young people and staff.

Promote the active participation of families in the development, implementation and evaluation of their early help plan to empower them to take the next steps independently.

Facilitate effective case discussions and promote case mapping aligned to signs of safety and role model best practice.

Represent early help by participating in the Multi Agency Safeguarding Hub to promote effective information sharing which leads to the best outcomes for families being achieved.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Team Leader

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or from home. There is an expectation that practitioners will be able to work flexibly across different hubs, in different geographical areas as required to support cross-hub working and service delivery.

Person specification

All criteria at level A are considered essential.

Qualifications

Level A

NVQ4 in working with families with multiple and complex needs (or an equivalent and relevant field of study)

Knowledge

Level A

- Knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families.
- Knowledge and understanding of child and adolescent development and parenting skills.
- Knowledge and understanding of safeguarding policies and procedures.
- Knowledge and understanding of equality and diversity principles and relevant legislation and obligations.
- Knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect.
- Awareness of the Signs of Safety approach to practice.

Level B (in addition to level A criteria)

- Comprehensive knowledge and understanding of safeguarding policies and procedures.
- Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk.
- Comprehensive knowledge and understanding of child and adolescent development and parenting skills.
- Developing knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect.
- Comprehensive knowledge of the Early Help Strategy to ensure that this informs practice.

Level C (in addition to levels A and B)

- Knowledge of the governance arrangements for Early Help.
 - Comprehensive knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families.
 - Comprehensive knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect.
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Experience

Level A

- Experience of being part of and contributing to an Early Help Plan
- Experience of working with vulnerable children, young people, and families in the public, private or voluntary sector.
- Experience of using digital case management systems.
- Experience of undertaking risk assessments and effective safety planning.

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Level B (in addition to level A criteria)

- Comprehensive experience of working effectively in a multi-agency environment working with vulnerable children, young people, and families in the public, private or voluntary sector.
- Experience drafting an Early Help Plan and being the lead professional in delivering the plan
- Experience in the application of Signs of Safety.
- Extensive experience of completing risk assessments and evaluating their impact.
- Some supported experience of leading case discussions within a team
- Comprehensive experience of using assessment tools to identify level of risk, for example: GCP2, DASH.

Level C (in addition to levels A and B)

- Comprehensive experience of undertaking direct work with children and young people and being able to evidence understand of the child's lived experience.
- Comprehensive experience of application of Signs of Safety
- Comprehensive experience of undertaking risk assessments which lead to effective safety planning.
- Experience of contributing to the Multi-Agency Safeguarding Hub.
- Comprehensive experience of leading case discussions confidently, ensuring the meeting is focused and solutions are identified for the worker to progress their intervention.
- Comprehensive experience of coaching and mentoring other staff, leading by example in all areas of work.
- Experience of using PowerBI to review data and ensure the work being completed by Family Solutions is effective and having an impact on the children and families open to the service.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, and Outlook
- Ability to work effectively under pressure, managing time and workload effectively.
- Able to use own initiative
- Ability to build rapport and relationships with children, young people, and their families.
- Comprehensive communication, interpersonal, and negotiation skills
- Ability to work effectively as part of a team.
- Skills in collecting, analysing, and assessing children and families' needs and creating imaginative responses to resolve complex problems.
- Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information.

Level B (in addition to level A criteria)

- Pro-actively contributes to service plan objectives and targets.
- Can manage high levels of work-related pressure, with the ability to maintain own workload and meet deadlines.
- Ability to initiate and develop effective and collaborative working relationships with partners.
- Can effectively collect, analyse, and assess children and families' needs and create imaginative responses.

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- Can demonstrate comprehensive communication, interpersonal, and negotiation skills through leading discussions/meetings, appropriate professional challenge and reflective case notes

Level C (in addition to levels A and B)

- Ability to motivate others, including volunteers and wider partners.
- Confidently able to work with initiative and a high degree of autonomy.
- Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families.
- Ability to produce good quality written reports using language that is accessible and easy to understand.