

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Family Group Conference Coordinator	Range 4	To convene Family Group Conferences in accordance with Nationally Accredited Framework of standards for FGC Projects, to enable families to be involved in decision making and planning. Ensuring that the FGC Co-ordinator role is neutral and independent of all other decision- making for the child.	Required for this level	In addition to level A	In addition to levels A and B
			<p>Qualifications</p> <ul style="list-style-type: none"> Five GCSE (or equivalent) to include Maths and English (minimum grade 5/C) Level 3 qualification in relevant professional area, such as social work, teaching, mediation, youth work etc. 	<p>Qualifications</p> <ul style="list-style-type: none"> Advocacy qualification FGC training qualification Completed minimum of 25% of level 4 qualification 	<p>Qualifications</p> <ul style="list-style-type: none"> Completed level 4 qualification in a relevant and related field
			<p>Knowledge</p> <ul style="list-style-type: none"> Awareness of policy and procedural knowledge relevant to children, young people and families Awareness of services available within the council and local area that could support families as part of Medway’s early intervention offer Awareness of, and sensitivity to, the needs of vulnerable children and their families Awareness of safeguarding procedures for children and young people Knowledge of equality and diversity principles Awareness of family group conferences 	<p>Knowledge</p> <ul style="list-style-type: none"> A detailed understanding of legislation, policy, frameworks and practice developments relevant to children, young people and their families which impact service delivery. An applied understanding of the nationally accredited Framework of standards for Family Group Conferencing including the six principles of FGC. Knowledge and understanding of safeguarding procedures for children. Knowledge and understanding of advocacy and how to apply within in the role. Understanding of Signs of Safety and how this applies to the role Completed MOSAIC training and can demonstrate knowledge of proper use of the system Knowledge of how and when to undertake risk assessments 	<p>Knowledge</p> <ul style="list-style-type: none"> Extensive knowledge of recognising and evaluating risk to children, young people and their families and how to assess measures to reduce that risk. Advanced knowledge of National Family Rights Group work and research, how can it be used to support practice and create better service delivery. Advanced knowledge of risk assessments and safety planning. Advanced knowledge of national policy how it affects the FGC service and its delivery. Knowledge of data collection for the service, how it can be used to inform service delivery and show impact for children and families.

				<ul style="list-style-type: none"> • Robust knowledge of the Public Law Outline (PLO) and Care Proceedings Process. 	
			<p>Experience</p> <ul style="list-style-type: none"> • Experience of working with vulnerable children, young people, and families in the public, private or voluntary sector • Awareness of and willingness to be trained in Signs of Safety. • Experienced in undertaking minutes at case meetings. • Experience of using IT to manage and track data and reports. • Experience of using a case management system. • Experience of developing supportive relationships with partner agencies and families. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience in applying Signs of Safety model to support families to identify their strengths. • Experience of completing ongoing risk assessments to ensure the safety of all FGC participants. • Experience of advocating for children and young people. • Experience in engaging with difficult to engage families and effecting change for children experiencing complex abuse or neglect. • Experience of progressing complex cases where there are concerns in relation to domestic violence, substance misuse, sexual abuse, neglect or physical harm, which may require a split meeting or additional measures such as advocacy (adult) to ensure that all parties are able to safely share their views, wishes and feelings. • Experience of managing complex FGC review where prior FGC plan is used to inform the review FGC plan. • Experience of coordinating FGC's where families identify/culture has required a different approach. • Experience of co-convening FGCs to promote family cohesion or manage legal requirements such as bail conditions/or orders preventing family members being near one another. • Experience of amending and ensuring FGC documents are presented in an accessible strength-based format. • Experience of supporting referring colleagues with 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of producing high quality written reports. • Experience of deputising for Team Leader, during periods of absence, by assisting with case allocations and offering case supervisions • Extensive experience in applying Signs of Safety model in practice, including understanding and mitigation of risks. • Experience of supporting colleagues in co-facilitating FGC's. • Experience of including partners and wider community within FGC's, ensuring the family plan is resourced and all members attending agree with the family plan. • Experience of peer observation and feedback. • Experience of writing and delivering training to Children services colleagues and wider partners. • Experience of triaging referrals and making allocations within the team.

				accessing FGC referral process giving time for consultation to ensure referral is appropriate.	
			<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams, and Outlook • Ability to work effectively under pressure, managing time and workload effectively. • Able to work collaboratively with a variety of people at all levels such as partner agencies, families and internal colleagues • Ability to build rapport and relationships with children, young people, and their families. • Good written and oral communication skills • Ability to work effectively as part of a team and have a proactive approach towards helping others. • Ability to appropriately handle confidential and sensitive information. • Ability to effectively respond to difficult situations. 	<p>Skills</p> <ul style="list-style-type: none"> • Able to engage children through advocacy • Can use internal systems, such as MOSAIC effectively to accurately capture and maintain case records • Ability to communicate clearly and effectively with a variety of people at different levels, presenting varied information in an understandable way to suit the audience • Ability to demonstrate flexibility within your work to meet service demands whilst maintaining appropriate boundaries in provision of support and advice to families • Can demonstrate emotional resilience and ability to remain calm within pressurised or difficult situations. • Able to engage parents to come up with robust plans that address need and identified areas of risk, using a strength-based signs of safety approach. • Excellent communication and networking skills, with experience of adapting services, demonstrating a flexible approach, where possible, to meet family and resource family need. • Able to support young people to convene and manage their own FGC's. • Able to support families to explore their family networks as honestly and proactively as possible. Working with them to identify the key family members that are their appropriate support network, reflecting with families where perhaps they have identified unsupportive 	<p>Skills</p> <ul style="list-style-type: none"> • Can provide coaching and training to others. • Support colleagues in the absence of the Team Leader when dealing with complex emergencies. • Able to use team data to reflect on service impact and ensure families are included this work. • Able to use child/young person's thoughts and feelings to direct families thinking and ensure robust Family plan. • Able to recognise and redirect family members who are particularly controlling or abusive to other members of the FGC. • Able to co-facilitate FGC's where safety planning has identified the need for an experience colleague support due to complexities within the family.

				members that will not support their family plans success.	
Family Group Conference Team Leader	Range 5	<p>Provide leadership, supervision and professional support to the Family Group Conference team ensuring all organisational activities are undertaken in accordance with Medway Council's policies and procedures, and that FGC objectives and outcomes are met.</p> <p>Support and contribute to the development of the scope and vision for the service and ensure that Family Group Conferences are used to strengthen family involvement and relational ways of working with families, to safely achieve best outcomes for children. Ensuring a robust integration of FGC across Children's Services and its partners.</p> <p>Quality assure the FGC Service to ensure it provides an outcome-focused approach, where children and families are firmly at the centre and enabled to actively participate in key decisions and plans to support best life chances. Ensure that the service is delivered in accordance with the identified family focused, strengths-based approach and practice standards.</p>	Required for this level	In addition to level A	In addition to levels A and B
			<p>Qualifications</p> <ul style="list-style-type: none"> NVQ4 in Working with families with multiple and complex needs (or equivalent and relevant qualification) 	<p>Qualifications</p> <ul style="list-style-type: none"> Working towards level 5 (or equivalent qualification) in leadership and management and completed a minimum of 50% 	<p>Qualifications</p> <ul style="list-style-type: none"> Completed level 5 (or equivalent) in leadership and management, or hold a relevant, related and equivalent alternative qualification
			<p>Knowledge</p> <ul style="list-style-type: none"> Comprehensive knowledge and understanding of legislation, policy and practice developments relevant to children, young people and their families. Comprehensive knowledge of safeguarding policies and procedures and their application. Comprehensive knowledge and understanding of equality and diversity principles and relevant legislation and obligations. Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk. 	<p>Knowledge</p> <ul style="list-style-type: none"> Developed understanding of the Family Group Conferencing model, philosophy and principles. And the complex dynamics of families. Applied understanding of Child Protection legislation Understanding of the role of Advocate and how this is used within the team Knowledge of KPIs and their benefits in leading a team 	<p>Knowledge</p> <ul style="list-style-type: none"> Ability to ensure that staff can meet all objectives and to provide support to families in line with the expectations of the 'Family Right's Group' as it pertains to accreditation of the service. Extensive and demonstrable knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce that risk Detailed understanding of relevant legislative and policy frameworks which impact on the team and service Applied knowledge and understanding of safeguarding procedures for children
			<p>Experience</p> <ul style="list-style-type: none"> A minimum of 5 years working with vulnerable children, young people and families in the public, private or voluntary sector. Experience of developing supportive relationships using a strength-based approach Comprehensive experience of using digital case management systems. 	<p>Experience</p> <ul style="list-style-type: none"> Extensive experience in the application of 'Signs of Safety' and coaching others in the use and understanding Demonstrable experience of supporting families with development of structured plans for vulnerable and at-risk young people. Demonstrable experience of supporting others to work well under pressure and difficult situations 	<p>Experience</p> <ul style="list-style-type: none"> Experience of producing reports of a high quality which consider the effectiveness of the service being provided. Experience of undertaking case audits and using other performance management tools to ensure staff performance remains of a consistently high standard. Experienced and skilled in using Quality Assurance

			<ul style="list-style-type: none"> • Extensive experience of working effectively in partnership with statutory agencies • Demonstrable experience of using IT to manage and track data and reports. • Comprehensive experience of providing professional supervision, managing performance and undertaking performance appraisals. • Experience of community work and case management • Experience of undertaking direct work with children and families 	<ul style="list-style-type: none"> • Experience of leading a team and contributing to the development of staff in coordinating meetings, writing up robust family plans etc • Extensive experience of supporting families dealing with difficult or complex situations. • Using data to assess and reflect on team performance 	<p>systems and digital case management systems.</p> <ul style="list-style-type: none"> • Experience of coaching or mentoring staff who work within children’s services. • Experience of undertaking a range of managerial tasks that may require you to deal with issues such as staff sickness, underperformance, and other matters.
			<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, and Outlook • Ability to manage complex or conflicting priorities in a pressured environment. • Ability to build rapport and relationships with children, young people, and their families. • Highly developed communication, interpersonal, and negotiation skills. • Ability to work effectively as part of a team • Comprehensive skills in analysing and assessing children and families’ needs and ability to resolve complex problems. • Ability to develop clear and measurable targets for the teams whilst monitoring performance against targets and addressing any issues. • Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information. • Ability to monitor spend and undertake financial forecasting. • An awareness of, and sensitivity to, the needs of vulnerable children and their families 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to effectively contribute to service plan objectives and targets. • Ability to work independently within defined procedures, and can work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. • Can provide effective supervision and give direction to staff • Excellent oral and written communication skills (mosaic reports/oversight, document contribution) • Able to represent and promote the team to a wide range of audiences at professional meetings • Able to liaise with the Family Rights Group in relation to the accreditation of the service 	<p>Skills</p> <ul style="list-style-type: none"> • Able to identify and act on own development needs. • Ability to ensure that staff can meet all objectives and to provide support to families in line with the expectations of the ‘Family Right’s Group’ as it pertains to accreditation of the service. • Can effectively manage delegated budget for the team. • Can contribute to guidance and policy documentation related to Family Group Conferencing. • Able to offer reflective supervision to colleagues within the team • Able to deputise in the absence of the service manager at multi agency meetings on behalf of the service

			<ul style="list-style-type: none">• Ability to be non-judgemental.		
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