

Job Description

Job title	Family Worker
Directorate	PEOPLE : Children and Adults
Division	Children's Services
Range	MPR 3
Reports to	Team Manager

Main purpose of the job:

To work directly with children, young people and their families, providing and supporting interventions to improve outcomes.

To work alongside all professionals to build strong relationships drawing on family's strengths based on respect. The role provides both practical and specialist advice to the family as well as acting as a lead practitioner for any additional support services.

To work together with partners delivering a range of early help, family support and effective social work interventions which build resilience, remove barriers, and enable children and young people to look forward to a brighter future.

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, working under the direction of a qualified social work practitioner, completing non-statutory assessments, interventions and reviews utilising support from colleagues to progress cases forward, referring decisions regarding risk or significant concern to the line manager as appropriate.

Undertake direct work with parents/carers and children, involving both individual, and, if appropriate, group work activities, promoting as paramount the welfare of children and their families. Contribute to, and deliver, effective interventions that promote the engagement of children, parents and families.

Motivate and engage children and families to reduce crisis, enabling them to gain greater control and stability in their lives and make informed choices about the health wellbeing and safety of children and families. Provide advice and support on practical skills to help carers/families meet the emotional, behavioural, health and educational needs of the child/children in their care.

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To produce and present reports for a variety of meetings including, conferences, reviews and panels, ensuring content is relevant and confidentiality is always maintained.

To work effectively with partner agencies, to break down barriers to families engaging with support that leads to positive outcomes.

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.

Maintain a personal awareness of legislation, departmental and corporate policies and procedures, acting in line with these to ensure consistency and a high quality of service delivery across the Directorate.

At manager discretion, other activities may be assigned that fit the job description.

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.

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.

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- 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 Manager

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 partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A should be considered essential requirements.

Qualifications

Level A

Four GCSEs to include English and Maths at Grade C or equivalent level 2 qualification

Level 2 qualification in a relevant and related field, such as: Children and Young People, Child Protection etc.

Level B (in addition to level A criteria)

Continued professional development – for example, completion of additional training (Positive Behaviour Support (PBS) or DICE training)

Level C (in addition to levels A and B)

Continued professional development – for example, completion of additional training (Advanced Positive Behaviour Support (APBS))

Knowledge

Level A

An awareness of legislation, policy, and practice developments relevant to children, young people, and their families

Awareness of safeguarding procedures for children

Knowledge of equality and diversity principles

Working knowledge of GDPR

Level B (in addition to level A criteria)

Applied understanding of legislation, policy, and practice developments relevant to children, young people, and their families:

- Children Act 1989

- Fostering Regulations (if working within Provider Services)

Applied demonstrable knowledge and understanding of safeguarding procedures and best practice for children and young people

Understanding of the Signs of Safety model of practice

Understanding of child development

Awareness of community resources

Awareness of process related to raising safeguarding concerns

Developed knowledge of GDPR requirements related to highly sensitive and confidential information about children, young people and their families

Level C (in addition to levels A and B)

Applied knowledge and understanding of equality and diversity principles and relevant legislation and obligations:

- Children Act 1989

- Human Rights Act 1998

- Working Together 2023

Extensive knowledge in specific service area: CSWT, CYPD, Assessment, CIC

Applied and working knowledge of community resources

Knowledge and understanding of safeguarding procedures for children.

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Experience

Level A

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 evaluating risk to children and assessing measures to reduce risk

Experience of managing casework

Experience of working with multi agency partners

Level B (in addition to level A criteria)

Experience of undertaking direct work with parents/carers and children and using relevant tools, involving both individual, and, if appropriate, group work activities, promoting as paramount the welfare of children and their families

Experience of completing non-statutory assessments

Experience of managing casework of varying complexity

Evidence of direct work and use of tools on mosaic including the Graded Care Profile 2 (GCP2), the Exploitation tool kit and the DASH Assessment

Experience of using Mosaic to capture accurate case notes related to direct work with families

Experience of providing information to colleagues to support in the assessment of need and the decision-making process including recording of case notes and child observations

Experience of contributing to making, implementing and reviewing child in need plans and child protection plans

Experience in the application of Signs of Safety

Experience of working in a multi-agency environment working effectively with partner agencies to break down barriers to families engaging with support that leads to positive outcomes

Experience of providing advice and support on practical skills to help carers/families meet the emotional, behavioural, health and educational needs of the child/children in their care

Experience of providing information which could be used as evidence in court

Level C (in addition to levels A and B)

Experience of undertaking direct work with children and young people and being able to evidence understanding of the child's lived experience

Developed experience of completing non-statutory assessments, interventions and reviews

Experience of managing complex casework

Proficient use, knowledge and analysis of relevant tools to assist work with children and their families. Including the Exploitation tool kit, the Dash Assessment and GCP2

Knowledge and confidence identifying risk or significant concern about a family to the line manager as appropriate

Developed experience of making observations on the progress of the child plan

Experience of taking a lead role or be a champion in specific area of the work

Experience of acting as a buddy for new staff

Experience of presenting work with families in formal meetings and/or panels, to include court statements as appropriate

Experience of producing reports for a variety of meetings including child protection conferences and child in need reviews, ensuring content is relevant and confidentiality is maintained

Experience of providing video interaction guidance

Experience of attending Multi Agency Risk Assessment Conference (MARAC)

Experience of completing exit reports following intervention

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Skills

Level A

Can use Microsoft programmes such as Word, Excel, Teams and Outlook
Ability to work effectively under pressure, managing time and workload effectively
Ability to build rapport and relationships with children, young people, and their families
Effective communication and interpersonal skills
Ability to write clear and concise reports
Ability to work effectively as part of a team
Ability to appropriately handle confidential and sensitive information

Level B (in addition to level A criteria)

Ability to initiate and develop close working relationships with partners and external agencies
Ability to motivate and engage with children, young people and their families
Ability to develop skills in critical thinking, reflection, and analysis
Ability to effectively contribute to service plan objectives and targets
Ability to maintain accurate and up to date records in line with GDPR legislation
Proficient use of mosaic to promote effective case management and demonstrate skill in writing to a child and capturing accurate case notes
Ability to work with a non-resident parent and hard to engage families
Contribute to case discussions using signs of safety
Can contribute and participate in purposeful supervision to ensure reflective discussions and management of workload
Ability to gather evidence through and effectively use observations to support a Parenting Assessment

Level C (in addition to levels A and B)

Developed skills in critical thinking, reflection and analysis with ability to effectively collect, analyse, and assess children and families' needs and create imaginative responses
Ability to maintain a personal awareness of legislation regarding child care law and criminal law, as well as departmental and corporate policies and procedures, acting in line with these to ensure consistency and a high quality of service delivery across the directorate
Demonstrable skills in making relevant referrals to charities, partner agencies and other stakeholders
Can use research to support analysis and findings in case notes, reports and in signs of safety mapping meetings
Can present summary of work completed in formal meetings and panels such as supervision, child in need meetings, signs of safety mapping meetings
Can effectively and independently manage case load and work well under pressure