

Job Description

Job title	Family Worker
Directorate	PEOPLE: Children and Adults
Team	Children's Services
Grade	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 [vision and values](#) of the Council.

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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 in order to progress cases forward; referring decisions regarding risk or significant concern to the line manager as appropriate.

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

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

To contribute to, and deliver, effective interventions that promote the engagement of children, parents and families.



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.

Provide information to colleagues in order to assist in the assessment of need and the decision making process; including making observations upon the progress made towards achieving goals.

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 in order to help carers/families meet the emotional, behavioural, health and educational needs of the child/children in their care.

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.

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.

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

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

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.

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 is line managed by the Senior Practitioner.

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 working – 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.

The post holder may be required to travel to other sites as and when required as part of their duties.

Person Specification

All criteria are considered essential unless stated otherwise.

Qualifications

Level A

- GCSE's in English and Maths at Grade C or equivalent
- Level 2 Diploma in Children and Young People or equivalent
- Willingness to work towards Level 3 Diploma in Children and Young People's workforce or equivalent
- Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.

Level B (in addition)

- Level 3 Diploma in Children and Young People's workforce or equivalent.
- Level 2 in Child Protection or willingness to work towards.

Level C (in addition)

- Working towards Level 4 in working with families with multiple and complex needs.

Knowledge

Level A

- An awareness of legislation, policy, and practice developments relevant to children, young people, and their families.
- An awareness of safeguarding procedures for children.
- An awareness of equality and diversity principles.

Level B (in addition)

- An understanding of legislation, policy, and practice developments relevant to children, young people, and their families.

Level C (in addition)

- Knowledge and understanding of safeguarding procedures for children.
- Knowledge and understanding of equality and diversity principles and relevant legislation and obligations.

Experience

Level A

- Experience of working with vulnerable children, young people, and families in the public, private or voluntary sector
- Willingness to be trained in Signs of Safety.
- Experience of using digital case management systems.
- Experience of evaluating risk to children and assessing measures to reduce risk.
- Experience of managing casework

Level B (in addition)

- Experience of managing casework of varying complexity



- Experience of working in a multi-agency environment.

Level C (in addition)

- Experience in the application of Signs of Safety.
- Experience of undertaking direct work with children and young people and being able to evidence understanding of the child's lived experience.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, 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.
- Ability to travel on a regular basis between different locations.

Level B (in addition)

- Ability to initiate and develop closing working relationships with partners and external agencies.
- Ability to develop skills in critical thinking, reflection, and analysis.
- Ability to effectively contribute to service plan objectives and targets.

Level C (in addition)

- Ability to effectively collect, analyse, and assess children and families' needs and create imaginative responses.
- Developed skills in critical thinking, reflection and analysis.

