**MEDWAY COUNCIL - JOB PROFILE**

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| **JOB TITLE** | Family Worker |
| **DIRECTORATE** | Children and Adults |
| **SERVICE** | Children’s Services |
| **RESPONSIBLE TO** | Team Manager |
| **GRADE** | Range 3 |
| **JOB FAMILY/LEVEL** | PSE0112 |

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| **MAIN PURPOSE OF JOB** |

To work closely with families to build strong relationships based on respect. The role provides both practical and specialist advice to the family as well as acting as a lead co-ordinator 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.

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| **ACCOUNTABILITIES** |

Manage a caseload of various levels of complexity, completing assessments and reviews and utilising support from senior colleagues in order to progress cases forward; referring decisions regarding risk or significant concern to the Team Manager or Senior Practitioner.

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.

Support social workers who are working with families with multiple and complex needs, by offering practical support to the children’s carers/families.

Support social workers to understand the children’s needs, wishes and feelings by undertaking direct work with children and young people and to advocate on behalf of children and young people in various settings.

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 and keep accurate records on the progress of service users, in accordance with statutory or local authority requirements.

Actively participate in regular supervision in order to review work and ensure effective interventions for families.

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.

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| **KEY CORPORATE ACCOUNTABILITIES** |

To actively promote work life balance and flexible working in order to achieve high quality service delivery.

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 etc 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 Section 17 of the duty of Crime and Disorder Act 1998 to prevent crime and disorder.

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

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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’.

## **2. ACCOUNTABILITY**

MERGE05

## **PERSON SPECIFICATION**

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| **QUALIFICATIONS** | **Assessment Method** |
| GCSE Grade 5 (or equivalent) in English and Mathematics | Application |
| Level 3 Diploma in Health and Social Care or equivalent | Application |
| NVQ4 in Working with families with multiple and complex needs or willingness to work towards *(Desirable)* | Application |
| **EXPERIENCE** |  |
| Demonstrable experience of working with vulnerable children, young people and families in the public, private or voluntary sector, including managing casework of varying complexity and complying with relevant assessment frameworks | Application |
| Proven experience in the application of ‘Signs of Safety’ *(Desirable)* | Application |
| Demonstrable experience of undertaking direct work with children and young people and being able to evidence understanding of the child’s lived experience. | Interview |
| Experience of working within a multi-agency environment | Application |
| Ability to carry out work which has considerable direct impact on the well-being of individual, or groups of, people, through either:1. an assessment of needs and implementation of appropriate care or welfare for those who are reliant on the jobholder for their basic needs or
2. implementing regulations which have a direct impact on the health, safety or well-being of people.
 | Application/ Interview |
| **KNOWLEDGE** |  |
| Demonstrable knowledge required to recognise and evaluate risk to children and assess measures to reduce that risk | Application/Interview |
| Knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations |  |
| Knowledge and understanding of legislation, policy and practice developments relevant to children and young people |  |
| **SKILLS** | **Assessment Method** |
| Demonstrates well developed skills in collecting information, analysing, and assessing children and families’ needs and creating imaginative responses and interventions.  | Interview |
| Commitment to continually seek and implement improvements and helping others to cope with change. | Application/ Interview |
| Ability to provide a range of services that are flexible, innovative and responsive to immediate needs of children and families either directly or through brokerage with other agencies, but facilitating the change within the families *(Desirable)* | Application / Interview |
| Ability to implement strategies within the home to ensure targets are met and the family is central to their plan whilst taking responsibility for the plan, and ensuring partners involved have an objective to be present. This will require leadership**.** *(Desirable)* | Application/ Interview |
| Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary | Application / Interview |
| Ability to maintain accurate and up to date case records. | Interview |
| Ability to write clear, concise and complex reports, which includes the ability to develop skills in critical thinking, reflection and analysis. | Application / Interview |
| Ability to initiate and develop close working partnerships with statutory, voluntary and private agencies to gather/ share information in order to facilitate decision making for effective service delivery. | Interview |
| Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs. | Interview |
| Ability to build rapport and relationships with children, young people and their families | Interview |
| Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families | Interview |
| Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information | Interview |
| Ability to travel to various sites on a frequent basis | Application |
| Ability to work independently and as part of a team and to use supervision appropriately. | Interview |
| Ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans | Interview |
| Commitment to promote equalities, diversity, rights and justice in all aspects of social work practice and in accordance with the Professional Capability Framework. | Interview |
| **OTHER REQUIREMENTS** |  |
| Full UK Driving Licence and access to your own car  |  |
| Enhanced DBS check |  |

**ORGANISATION**

### **(i) ORGANISATION CHART**

### **(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED**

The post is line managed by the Senior Practitioner.

### **(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER**

### The post holder will manage their own time effectively working directly with a broad range of partner agencies and other departments in Children’s Services using his/her own initiative to ensure procedures are followed and targets are met.

### **(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES**

### The job involves limited, or no, direct responsibility for the supervision, direction or co-ordination of other employees. The work may involve demonstration of own duties, or advice and guidance, to new employees, or others

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### **(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The post holder is responsible for establishing and maintaining links with internal and external partners and stakeholders involved with children/young people and families

**EMOTIONAL DEMANDS**

The job involves contacts with, or work for, people, which through their circumstances or behaviour either:

(a) regularly place emotional demands on the jobholder or:

(b) occasionally place significant emotional demands on the jobholder

**FINANCIAL ACCOUNTABILITIES**

None; however the post holder must have the ability to understand cost implications of resource allocation, financial packages and make recommendations to managers about efficient and cost effective use of resources. The role itself involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

**RESPONSIBILITY FOR PHYSICAL RESOURCES**

The job involves considerable direct responsibility for physical resources. The work involves either:

(a) handling and processing of considerable amounts of manual or computerised information, where care, accuracy, confidentiality and security are important or:

(b) cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent or

(c) regular careful use of very expensive equipment or:

(d) security of buildings, external locations or equivalent or:

(e) ordering, or stock control of, a range of equipment and supplies.

**WORKING ENVIRONMENT**

The post holder will be based in one of Medway Council’s establishments.