



Department:	Children and Family Services
Job Title:	Key Worker – Intensive Family Support
Grade:	10
Post Number:	
Service/Section:	Children and Families Wellbeing Service
Base/Location:	
Responsible To:	Team Leader
Responsible For:	<i>(Jobs supervised where applicable).</i>
Key Relationships/ Liaison with:	All services which engage with families, including local authorities, health, voluntary and community sector; schools, early years settings, social housing providers, Job Centre Plus, Probation, Youth Offending Service, Police, substance misuse agencies, and other agencies providing support to children, young people, and parents / carers

Job Purpose
<p>To improve the outcomes and life chances of children, young people and their families in Leicestershire by:</p> <ul style="list-style-type: none"> • Working in partnership with families, in their homes and in the wider community • Developing effective relationships and using strength based approaches to help, motivate and encourage behaviour change that will lead to a positive difference to people’s lives

Main Duties and Responsibilities
<p><u>Meeting departmental aims and objectives</u></p> <p>To hold a case load of families who have complex needs and require additional support, through:</p> <ol style="list-style-type: none"> 1. <ul style="list-style-type: none"> • Working with families in their homes, and with their wider networks to address key issues that have an impact on parenting and family functioning which may include: child development, poor school attendance and/or exclusions from school; employment issues; offending behaviour; anti-social behaviour; domestic violence and abuse; substance misuse; debt and money management; housing • Supporting family members to: <ul style="list-style-type: none"> ○ Develop skills which will enable them to carry out household tasks such as: supporting children’s learning and school readiness; budgeting; basic healthcare and hygiene

- Establish routines which promote good family functioning and structure
 - Engage with universal services such as GPs and Dentists
 - Attend appointments
 - Increase parenting confidence and capacity
 - Seek ongoing support and help from their wider family networks, friends and local community in order to sustain positive change
- To develop a detailed knowledge of the local community and issues impacting on those who live there, helping families who typically do not engage in services to access support
 - To work in partnership with families in a persistent and proactive way, making flexible and effective use of challenge and reward, and employ a range of creative approaches to engage positively with families who may often be resistant to engagement
 - To use a positive, whole family approach to develop empowering relationships so that families become more resilient and independent, making use of coaching and mentoring, so that their need of support services is reduced over time
 - Act as an advocate for families where necessary, and as a mediator where relationships are difficult or have broken down

Working in Partnership

2.

- To carry out a comprehensive assessment for all individuals within the family in partnership with families and other agencies, considering both their individual needs and the needs of the wider family. Through this process, identify and understand the family's strengths and challenges, and analyse this information in order to develop a plan of work with the family which provides appropriate support to enable them to make and sustain change
- To work in partnership with practitioners from other agencies in a persistent and proactive way, to support them to work with families to achieve the best possible outcomes. Challenge behaviours and practices which do not support a whole family working approach, and undertake a coordinating role as a key part of a multi-disciplinary team
- To co-ordinate contact, engagement and planning with the family, partner agencies, and stakeholders, to achieve positive outcomes for families and young people with complex problems
- To identify those families who may require a more sustained and longer period of planned work, and seek the support of line management, peer supervision, appropriate partners etc. to formulate an appropriate plan of work over the 12-18 month period.
- To work effectively with social care and other partners to prevent escalation of need. This includes attending meetings in respect of families, and providing written reports as required
- To work with appropriate partners to deliver interventions as well as

	<p>having direct involvement through, for example liaison with schools and other education providers, working with providers of employment based initiatives, etc.</p> <ul style="list-style-type: none"> • Participate in multi-agency skill sharing opportunities by providing training, coaching and other learning and development opportunities as required
3.	<p><u>Quality Assurance</u></p> <ul style="list-style-type: none"> • To maintain up to date recording systems that evidence the impact of the intervention for the whole family • To use agreed outcome measures with families at the start, during and on exit from involvement, contributing to evaluation of service delivery both through completion of agreed monitoring tools and contribution to case studies, etc. • To actively participate in quality assurance activities this may include audit and practice observation. Actively participate in practice development activities and explore opportunities for continuous professional development • To keep up to date and accurate case notes detailing interactions with families and other services, in line with Council policies
4.	<p><u>Safeguard and promote the welfare of children, young people and families in Leicestershire</u></p> <ul style="list-style-type: none"> • To contribute to the protection of children and young people from abuse by supporting access to early interventions, treatment and crisis support services to address issues identified as presenting a risk to the a child or young person’s welfare, in accordance with Local and National Safeguarding Policies, Procedures and Practice
5.	<p><u>Health and Safety</u></p> <ul style="list-style-type: none"> • To ensure a safe working environment in accordance with Health and Safety Regulations
6.	<p><u>Equality and Diversity</u></p> <ul style="list-style-type: none"> • Working within an integrated framework to support vulnerable children, young people and families to improve their social, physical and emotional well-being. Develop, provide and evaluate safe, high quality provision that responds to the age, gender, ability and cultural needs of all children, young people and families, and is in line with early intervention and prevention agendas, service and council priorities • To ensure services are delivered in accordance with the Council’s approach to diversity
7.	<p><u>Information Security</u></p> <ul style="list-style-type: none"> • To be responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work will involve the post holder carrying out work outside of normal working hours.
- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore a **DBS enhanced check for a regulated activity (includes a barred list check) is an essential requirement.**

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

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	Essential	Desirable	How assessed
<p><u>Qualifications</u></p> <p>Level 3 qualification in a relevant subject, e.g. social care, health or childcare, <u>OR</u> substantial experience in providing direct support to families that clearly demonstrates the experience, skills, competencies and knowledge outlined below.</p> <p>Level 4 Award, Work with Parents (Intensive support to families with multiple and complex needs)</p> <p>A recognised professional qualification, e.g. Social Work Practice Certificate or Youth Work Practice Certificate, or a degree level qualification</p>	<p>✓</p>	<p>✓</p> <p>✓</p>	<p>App/Doc/ Ref/Int</p> <p>App/Doc</p> <p>App/Doc</p>
<p><u>Experience</u></p> <p>Experience of providing direct support in the home to children and families with complex needs which may include mental health, offending, substance misuse, domestic violence and abuse, and/or educational issues</p> <p>Experience of identifying and delivering appropriate evidence-based interventions e.g. solution focussed brief therapy, the Freedom Programme, parenting programmes, brief intervention, Cognitive Behavioural Therapy based approaches, motivational interviewing</p> <p>Experience of working with issues of conflict and confrontation and an ability to diffuse difficult situations</p>	<p>✓</p> <p>✓</p> <p>✓</p>		<p>App/Int</p> <p>App/Int</p> <p>App/Int</p>

Experience of working in a multi-agency environment	✓		App/Int
Experience of working with voluntary and community sector organisations		✓	App/Int
Experience of carrying out assessments, support planning, formulating action plans and reporting outcomes	✓		App/Int/ Test
Experience or knowledge of group work		✓	App/Int
Experience of working with partners and of co-ordinating agency responses in complex cases to achieve positive outcomes for families with complex needs		✓	App/Int
<u>Knowledge</u>			
Knowledge and awareness of issues which may have an impact on the lives of families such as domestic violence and abuse, mental health difficulties, substance misuse, poverty, housing	✓		App/Int/ Test
Knowledge of relevant legislation, and associated regulations and guidance in relation to child protection and adult safeguarding procedures, housing, safeguarding, information sharing etc.		✓	App/Int/ Test
An understanding of the impact of discrimination on the lives of those from minority ethnic communities and others that experience social exclusion, and an ability to work with people from diverse backgrounds	✓		Int
Understanding of, and compliance with, information sharing protocols and confidentiality	✓		App/Int
Awareness and understanding of 'good enough parenting' and relationship between poverty and social deprivation and to be able to hold a compassionate position but still hold protection of children as the priority. Be able to recognise 'cumulative harm' and risk indicators of different forms of harm – sexual, physical, emotional and neglect.		✓	App/Int
A good knowledge of child development and of interventions that promote children's learning and development and an understanding of issues relating to school		✓	App/Int

readiness, transitions and school attendance			
<u>Skills and competencies</u>			
Ability to work proactively, persistently and persuasively with families who may not be willing to engage with services, using a range of techniques that encourage active participation	✓		App/Int
Ability to manage allocated cases and ensure plans are developed with families and have clear outcomes that are measurable and also understandable for the child and their family	✓		App/Int
Ability to build professional confidence and resilience, good working relationships with families, ability to over-come barriers to them engaging, recognising reasons for resistance to change, where tensions can exist. Ability to communicate sensitively and effectively with children and adults, focusing on hearing and capturing the child's voice.	✓		App/Int
Ability to record the outcomes of interventions against objectives and expected outcomes		✓	Int
Use of positive whole family approaches to build on parent, family and child strengths and develop resilience, self-reliance and independent action	✓		App/Int
Ability to demonstrate initiative and commitment to operate with minimal supervision in supporting families	✓		App/Int
Ability to use outcome monitoring tools with families to support monitoring and evaluation and produce accurate data		✓	App/Int
Ability to motivate and inspire colleagues from a range of agencies to work together in the best interests of families, service providers and the wider community	✓		Int
Ability to understand and practice appropriate and legal information sharing within and between agencies and the family	✓		Int
Understanding the importance of being persistent and consistent in applying interventions	✓		Int

Excellent written and oral communication skills including the ability to produce reports, maintain records, and provide data for monitoring purposes	✓		Int/Test
Proven ability to recognise Child Protection issues and Safeguarding practice	✓		Int/Test
The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post	✓		Int
<u>Other Requirements</u>			
An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations	✓		App/Int
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010	✓		Med
Possession of a valid driving licence and access to a vehicle and relevant insurances. However, a reasonable adjustment will be considered for an applicant with a disability.	✓		App
Ability to travel to and access a range of buildings including family homes and community venues.	✓		App
Willingness and ability to work outside usual working office hours	✓		App
The post-holder must be willing to undertake further training within an early help professional development framework	✓		App/Int
The post-holder may be required to attend, from time to time, other training courses, conferences, seminars, or meetings as required by his/her own training needs and the needs of the service	✓		App/Int

Key: App = Application Form Test = Test Int = Interview	Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)
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