



|                                             |                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Department:</b>                          | <b>Children &amp; Family Services</b>                                                                                                                                                                                                                                                                                         |
| <b>Job Title:</b>                           | Community Wellbeing Worker                                                                                                                                                                                                                                                                                                    |
| <b>Grade:</b>                               | 9                                                                                                                                                                                                                                                                                                                             |
| <b>Post Number:</b>                         |                                                                                                                                                                                                                                                                                                                               |
| <b>Service/Section:</b>                     | Children and Families Wellbeing Service                                                                                                                                                                                                                                                                                       |
| <b>Base/Location:</b>                       |                                                                                                                                                                                                                                                                                                                               |
| <b>Responsible To:</b>                      | Team Leader                                                                                                                                                                                                                                                                                                                   |
| <b>Responsible For:</b>                     |                                                                                                                                                                                                                                                                                                                               |
| <b>Key Relationships/<br/>Liaison with:</b> | All services which engage with families, including local authorities, health, voluntary and community sector; schools, 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 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Purpose</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <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"> <li>• Delivering time-limited periods of support, evidence based group work programmes, clinics, drop-ins, etc. to children, young people and families experiencing a range of issues which impact on family functioning and achievement of good outcomes</li> <li>• Supporting families to access universal provision and become more self-sufficient to avoid the need for more intensive input</li> </ul> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Main Duties and Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p><u>Meeting departmental aims and objectives</u></p> <p>To offer families early help, guidance and support in a timely manner, by:</p> <ol style="list-style-type: none"> <li>Delivering time-limited, focussed, direct work within the home environment to support families, building on a brief assessment of need to provide an evidence-based and planned programme of support;</li> <li>Working with families to develop their own support networks within their family, friends and community to promote sustainable and supportive change</li> <li>Supporting the development and leading delivery of high quality evidence-based group work programmes from Children and Families Wellbeing Centres and community venues;</li> <li>Supporting the development and leading delivery of high quality advice and guidance within clinics and drop-ins to address specific issues and concerns</li> </ol> |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | <p>e. Providing information to families about other services which may be available for self-referral / open access</p> <p>f. Providing telephone support and guidance to parents and carers</p> <p>g. As required, to undertake initial home visits for families where needs are not clear or require clarification</p> <p>To support families to identify opportunities in their local communities which may support more positive family functioning, such as leisure and recreation activities, volunteering opportunities, adult learning. Ensure families are aware of and making appropriate use of universal services.</p> <p>To provide early identification of and intervention for emerging parenting problems, child health issues, or development concerns before these concerns can escalate</p> |
| 2                          | <p><u>Working in Partnership</u></p> <p>To liaise closely with professionals working in the area to offer a seamless service for children, young people and their families at risk of poor outcomes – delivering groups, programmes and clinics in partnership, ensuring those families who are in need of additional help are able to access the locality offer</p> <p>To work effectively with Early Help partners &amp; Social Care to prevent escalation of need, or to support those who have had previous involvement</p>                                                                                                                                                                                                                                                                                |
| 3                          | <p><u>Quality Assurance</u></p> <p>To maintain high quality recording, within specified timescales, and maintain all paperwork relating to families so that records are up-to-date and concise</p> <p>To use agreed outcome measures with families at the start of, 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.</p> <p>To undertake all relevant training and opportunities for professional development, including attendance at practice development sessions as well as formal training</p>                                                                                                                                                                              |
| 4                          | <p><u>Safeguard and promote the welfare of children, young people and families in Leicestershire</u></p> <p>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</p>                                                                                                                                                                                                                                                                                                                                                    |
| 5                          | <p><u>Health and Safety</u></p> <p>To ensure a safe working environment in accordance with Health and Safety Regulations</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6                          | <p><u>Equality and Diversity</u></p> <p>To ensure services are delivered in accordance with the Council’s approach to diversity</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7                          | <p><u>Information Security</u></p> <p>To be responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Role specific – 0-5</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

Work with expectant and new mothers and fathers who are identified as having some vulnerabilities, to prepare for the birth of their child and understand the parenting role

Work with parents of children under the age of 2 to understand baby brain development and the impact that negative lifestyle factors can have on their baby's development

### Role specific – Children's Play-worker (5-11s)

Deliver direct work within the home, school or community to support children who have had difficult or negative experiences, need to build trust in others, and re-establish or build a healthy parent-child relationship.

Engage with children using play and theraplay-informed approaches, helping them to express thoughts and feelings, understand their life story, and with parents, find ways of managing difficult or disruptive behaviours.

Work with parents and carers to understand the importance of child-directed play and how to best support their child, making use of guided approaches

### 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.**

**Date Prepared/Revised: 18/09/2018**

|                         |                                         |
|-------------------------|-----------------------------------------|
| <b>Department:</b>      | <b>Children and Family Services</b>     |
| <b>Job Title:</b>       | Community Wellbeing Worker              |
| <b>Grade:</b>           | 9                                       |
| <b>Post Number:</b>     |                                         |
| <b>Service/Section:</b> | Children and Families Wellbeing Service |

|                                                                                                                                                                                                                                                                 | Essential | Desirable | How assessed        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|---------------------|
| <b><u>Qualifications</u></b>                                                                                                                                                                                                                                    |           |           |                     |
| Level 3 qualification in a relevant subject, e.g. social care, health or childcare, <b><u>OR</u></b> substantial experience in providing direct support to families that clearly demonstrates the experience, skills, competencies and knowledge outlined below | ✓         |           | App/Doc/<br>Ref/Int |
| Role specific – Children’s Play-worker (5-11s) - Level 1 or Level 2 Theraplay training, or willingness to undertake such training                                                                                                                               | ✓         |           | App/Doc/<br>Ref/Int |
| <b><u>Experience</u></b>                                                                                                                                                                                                                                        |           |           |                     |
| Experience of working with families experiencing difficulties in parenting or behaviour management.                                                                                                                                                             | ✓         |           | App/Int             |
| Experience of working with children, young people, and/or families                                                                                                                                                                                              | ✓         |           | App/Int             |
| Experience of identifying and delivering appropriate evidence-based interventions, groups and clinics                                                                                                                                                           | ✓         |           | App/Int             |
| Experience of using electronic computer systems for case recording                                                                                                                                                                                              | ✓         |           | App/Int             |
| 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             |
| <b><u>Knowledge</u></b>                                                                                                                                                                                                                                         |           |           |                     |

|                                                                                                                                                                                                                  |   |   |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---------|
| 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                          | ✓ |   | Int/App |
| Knowledge of child development and Early Years Foundation Stage                                                                                                                                                  | ✓ |   | App/Int |
| 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 | ✓ |   | App/Int |
| Knowledge of Solution Focussed approaches & Signs of Safety                                                                                                                                                      | ✓ |   | App/Int |
| <b><u>Skills and Competencies</u></b>                                                                                                                                                                            |   |   |         |
| Ability to engage children, parents and wider family and support networks                                                                                                                                        | ✓ |   | App/Int |
| Ability to work with a range of professionals and engage in multi-disciplinary work                                                                                                                              | ✓ |   | Int     |
| Ability to deliver group-based interventions to support improved outcomes                                                                                                                                        | ✓ |   | Int     |
| Evidence-based practice showing demonstrable improvement in outcomes for children, young people and families                                                                                                     |   | ✓ | App/Int |
| Proven ability to recognise Child Protection issues and Safeguarding practice                                                                                                                                    | ✓ |   | App/Int |
| The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post                                                                                           | ✓ |   | Int     |
| <b><u>Other Requirements</u></b>                                                                                                                                                                                 |   |   |         |
| Ability to travel to and access a range of buildings, including family homes, in a cost effective way                                                                                                            | ✓ |   | App/Int |
| 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/Int |
| A flexible approach to working, including out-of-hours, and an ability and willingness to                                                                                                                        | ✓ |   | App/Int |

|                                                                                                                                                                                                |   |  |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|---------|
| travel to various locations                                                                                                                                                                    |   |  |         |
| 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     |
| 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 |

|                                                                                              |                                                                                                                          |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>Key:</b><br><b>App = Application Form</b><br><b>Test = Test</b><br><b>Int = Interview</b> | <b>Pre = Presentation</b><br><b>Med = Medical Questionnaire</b><br><b>Dc = Documentary Evidence (E.g., Certificates)</b> |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|

**Date Prepared/Revised: 18/09/2018**