Senior Family Support Worker

£25,694 - £32,164

Working 36.50 hours per week

Across City

Birmingham is currently looking for full and part time staff to work within our multi-agency hubs. The role will focus on achieving good outcomes for children and families through coordination and delivery of early help work across Family Support/Think Family. The candidate will be expected to lead and work within a multi-disciplinary and professional integrated family support and safeguarding service to provide a timely response to the needs of children, young people and their families; acting in accordance with local policies, procedures and priorities. By using a common assessment to identify and where appropriate be the lead practitioner to coordinate the implementation of a multi-agency plan of intervention. The candidate will be responsible for a high standard of case recording that is up to date; including use of a common database, you are accountable for maintaining and improving practice and performance in line with professional developmental targets working outside normal office hours when required. You must have experience in working effectively and directly with children, young people and their families who present complex needs, experience of delivering evidence based interventions with children, young people and their families, experience of completing assessment on a child’s needs that identifies needs and informs intervention. The candidate must be experienced in identifying, managing risk to a point of escalation into Children Social Care and have an excellent understanding of the Think family criteria. The candidate will be asked to evidence working in partnership with key statutory and non-statutory stakeholders.

Requirement; Educated to GCSE standard and hold an NVQ Level 4 or equivalent in a related field.

Substantial proven training in working with children, young people and their families
Excellent interpersonal skills, including the ability to listen and work with others to solve problems and liaise with a range of agencies.

For informal enquiries please contact Alison Holmes on 0121 303 6797

Ref No: PE0382016

Closing date: 15th November 2016

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
Job Description

Post: Senior Family Support Worker
Salary/Grade: 4
Division: Family Support and Early Help
Section: Family Support

1. **Job Purpose**
   - Using professional knowledge and skills to work in partnership with other practitioner/professionals, children, young people and their families; using a common assessment to identify and where appropriate be the lead practitioner to coordinate the implementation of a multi-agency plan of intervention.
   - To lead and work within a multi-disciplinary and professional integrated family support and safeguarding service to provide a timely response to the needs of children, young people and their families; acting in accordance with local policies, procedures and priorities.
   - Establish a high standard of practice in the delivery a family support service that provides a timely response to children, young people and their families and achieves family outcomes.
   - To achieve good outcomes for children and families through coordination and delivery of early help work across Family Support/Think Family
   - To deliver evidenced based interventions to positively effect change that safeguards and promotes the welfare of children and young people.
   - To act as a champion in a specific practice area (e.g. domestic violence, substance misuse, disability, parenting etc.) on behalf of the team/service delivering workshops and providing advice and support where relevant.

2. **Duties & Responsibilities**
   - In accordance with policies and procedures provide a timely response to the identified needs of children and young people.
   - To act as the lead professional for an allocated case load of children and families.
   - Under the direction of a Practice Supervisor/ Team Manager promote and use a common assessment to identify the needs children, young people and their family and lead the development of an effective multi-agency support plan.
   - To be responsible for a high standard of case recording that is up to date; including use of a common database.
   - To participate in and deliver training and initiatives in a specialist/champion area, ensuring both yourself and the team’s knowledge is kept up to date.
   - Within a context of persistent outreach effectively engage with children, young people and their families and actively promote their participation in assessments and support plans.
- To act as a Designated Safeguarding Professional (DSP) within the Family Support Service. Developing effective multi-agency partnership working with key agencies to support children and families with identified additional needs make positive changes.

- To be accountable for maintaining and improving practice and performance in line with professional developmental targets as agreed with line manager through supervision.

- To provide a consistently high standard of practice and customer care

- To manage and prioritise a complex caseload, ensuring appropriate escalation to line manager where necessary.

- To convene, organise and chair case planning and review meetings, including acting as lead professional under a multi agency Integrated Support Plan where appropriate.

- To attend case conference meetings sharing information and with safeguarding colleagues and partners

- To oversee the GR3 in relation to single agency support in line with the Think family Outcomes plan

- To complete assessments and reports to recognised / accepted professional standards and timescales.

- To actively participate in the regular collection and collation of appropriate performance management information which meets the needs of the service, including positive engagement in audit processes.

- To positively contribute within regular supervision, Appraisal Reviews, team meetings and service review / development meeting as required.

- Promote and use evidence based practice when working with children and families, for example family learning tools, graded care profile and other assessment tools, parenting programmes etc.

- To deliver a duty service for the hub on a regular basis as directed by Team manager

- To work outside normal office hours when required.

- To promote equality of opportunity, diversity and inclusion in the service area.

- Actively promote the welfare and uphold the safeguarding of children and young people.

3. **Supervision To Be Received**

3.1 **Supervising Officer Job Title: Practice Supervisor**
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<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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<tr>
<td>Practice Supervisor</td>
<td>5</td>
<td>N/A</td>
<td>1 formal and structured Supervision session at least monthly</td>
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3.2 **Level of Supervision**

1. Regularly supervised with work checked by supervisor
   
or
2. Left to work within established guidelines subject to scrutiny by supervisor.
   
or
3. Plan own work to ensure the meeting of defined objectives.

5. **Special Conditions**

   x This vacancy is exempt from the Rehabilitation of Offenders Act
   
x A Criminal Records Bureau/ISA checks will be undertaken

Obervance of the City Council's Equal Opportunities Policy will be required.
Method of Assessment (M.O.A.)  A.F. = Application Form; I = Interview; T. - Test or Exercise; C. – Certificate; P. – Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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| Experience (Relevant work and other experience) | • Experience in working effectively and directly with children, young people and their families who present complex needs.  
• Experience of delivering evidence based interventions with children, young people and their families.  
• Experience of completing an assessment of a child’s needs that identifies needs and informs Intervention.  
• Experience of identifying, managing or undertaking risk assessments.  
• Experience of working in partnership with key statutory and non-statutory stakeholders.  
• Experience of mentoring and providing advice and support to less experienced staff. | AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T |
| Skills & Ability e.g. written communication skills, dealing with the public etc. | 1. Able to identify issues that require escalation to line manager and work within policies and procedures that promote and safeguard the welfare of children and young people.  
2. Knowledge of Child Development  
3. Able to work collaboratively with colleagues and other agencies to chair and implement a plan of intervention where required.  
4. Able to engage with stakeholders demonstrating good customer care principles.  
5. An awareness of how social, health and parenting issues impact on family functioning.  
6. Ability to effectively plan and manage a diverse workload to ensure that professional standards are consistently met. To have a methodical approach in ensuring accurate records are maintained and are accessible.  
7. Successfully build and maintains effective relationships with colleagues, external agencies, children and their families and carers - demonstrating effective interpersonal skills in dealing with people from a wide range of backgrounds.  
8. Communicates effectively both verbally and in writing, adopting style to meet the varying needs of audience concerned.  
9. Ability to effectively engage, sustain and disengage with young people and their families.  
10. Excellent interpersonal skills, including the ability to listen and work with others to solve problems and liaise with a range of agencies.  
11. Ability to understand, interpret complex written reports and comply with policy and procedures.  
12. Ability to analyse information to identify strengths and weaknesses and to develop an appropriate support plan | AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T
13. To be flexible and adaptable to the needs of the service

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<td>• undertake relevant training in order to comply with the requirements of the post.</td>
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<td>• Participate in regular learning and development interventions around specialist knowledge area.</td>
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<th>Education/Qualifications</th>
<th>Educated to GCSE standard and hold an NVQ Level 4 or equivalent in a related field.</th>
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<td>Substantial proven training in working with children, young people and their families.</td>
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<td>Competence in the use of information technology, apply new technology to embrace technological changes and develop the skills necessary to apply it.</td>
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| Other                         |                                                                                                      |     |

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.