

JOB DESCRIPTION

JOB TITLE	Family Worker
GRADE	Band G
REPORTING TO	Team Leader
JD REF	PC0068G(A)

PURPOSE

To provide a range of evidence-based interventions which support children, young people and families across the 0-19 age continuum ensuring they receive appropriate, timely, outcome-focused support which improves their outcomes and prevents escalation of need.

MAIN DUTIES AND RESPONSIBILITIES

- Work in partnership across Children's Services and with other agencies to deliver support to children, young people and families which is targeted, co-ordinated and meets identified need.
- Undertake holistic assessments and observations of family situations using the relevant assessment and observation tools which are outcome focused and take sufficient account of individual needs and all types of diversity.
- Plan, deliver and review individual programmes of support; ensuring that vulnerable children, young people and families achieve better outcomes leading to improved life chances.
- Manage a diverse caseload, taking the role of Lead Professional as appropriate, working in a creative, flexible and positive manner. As a champion for children and families, this will include being confident to offer healthy challenge when appropriate.
- Provide intensive support to children and families, this may mean daily contact in the family home or community venues, using a range of skills and approaches to engage them in positive change which will improve their outcomes and life chances.
- Deliver and facilitate groups (e.g. Nurture Parenting and Gateway) as required or deliver and facilitate supervised contact where deemed appropriate to the needs of the service, child and family.
- Actively participate in performance management and quality assurance activity in relation to own caseload and work.



- Accurately record and maintain clear, concise and high-quality case management and other records to enable preparation of necessary reports to a range of forums in accordance with Service, Departmental and corporate standards.
- Work in accordance with Wirral's policies and procedures including the data protection act, appropriate statutory legislation, regulations and guidance with particular reference to Wirral's Safeguarding and Child Protection procedures.
- At all times to act as a positive role model for children, young people, parents and colleagues, representing Children's Services in a professional and dynamic manner.
- Recognise, identify and manage risk associated with keeping children and young people safe, escalating and seeking advice on any issues relating to safeguarding.
- Participate in supervision to ensure reflective practice which is outcomes based and evidence focused.
- Be committed to continued personal and professional development, keeping abreast of practice guidance.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- NVQ Level 3 or equivalent in a relevant field, i.e. social care, childcare, health, working with families etc
- Continuing Professional Development (CPD)

Knowledge and Skills:

- Evidence of understanding the complexity of issues locally and nationally pertaining to management of, at risk, vulnerable young people with complex multiple issues.
- Demonstrate excellent interpersonal skills and communication skills and the ability to interact and engage with children, young people and their families and key partners across the children's workforce.
- Ability to recognise and address differing priorities confronting multi-disciplinary working.
- Ability to work autonomously as a lone worker as well as part of a team to tight deadlines and manage multiple demands.
- Ability to facilitate meetings and undertake consultations with other professionals/service users/carers/families and promote partnership working.
- Ability to write reports and maintain records, including data capturing systems.
- Demonstrate experience of successful multi-agency working and evidence and outcome based approach.
- Understanding of local authority children's social care and child protection work.
- Ability to risk assess and manage potential and actual conflict situations.

- Commitment to anti-discriminatory practice.
- Computer literate.

Experience:

- Operational experience of managing complex cases and workloads.
- Proven experience of directly working with young people aged 0-19 years.
- Assessing family situations, developing individual packages of support and translating them into effective integrated support plans aimed at supporting young people and their families.
- Following safeguarding procedures.
- Maintaining confidentiality, sharing information appropriately and professionally.
- Exercise emotional intelligence and demonstrate a developing emotional resilience in relation to the job.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- NVQ Level 4 Working with families or equivalent in a relevant field, i.e. social care, childcare, health, etc.
- Evidence of post qualifying training in a relevant field for example Cognitive Behavioural Therapy (CBT).

Knowledge and Skills:

- Extensive knowledge of relevant legislation and legal frameworks.
- Ability to negotiate and influence across organisational boundaries to deliver person-centred services for young people and their families.

Experience:

- Experience in a specialist area such as drugs and alcohol, counselling, housing, etc.
- Delivering group work with young people and / or families.
- Delivering training programmes.
- Working with young people who demonstrate challenging behaviours.
- Assessing risks in working with children and families.
- Proactively seeking opportunities for service improvement and solution finding.

ADDITIONAL INFORMATION

Work flexibly across 7 days, including evenings and weekends to meet the needs of children, families and the service. This may include a duty rota supporting the wider Children's Service needs.

Able to travel inside and outside the Borough of Wirral.

DATE OF APPROVAL: 11/7/2022

APPROVED BY: ASSISTANT DIRECTOR