



Job description			
Job title	0 – 18 Family First Case Manager		
Grade	J		
Directorate	Children's Services		
Service/team	Early Help & Prevention Services/Family First Team		
Accountable to	Head of Service – Prevention and Intervention		
Responsible for	Coordinating and providing support to children and families with complex needs		
JE Reference		Date Reviewed	07.10.25

Purpose of the Job

To work as a member of the Family First Service delivering targeted and co-ordinated interventions to families with children 0-18 years displaying a range of complex, interacting needs. These will include effective parenting skills, relationship breakdown, family dynamics, emotional health and well-being, sexual health and self-esteem. Families will be supported to achieve better outcomes including improved school attendance and tackle issues such as truancy and exclusion, reduce risk-taking behaviour including crime, anti-social behaviour and improve employability.

Family First Case Managers will adopt a multi-disciplinary approach to working with families and will have a good working knowledge of services and interventions that are available across the partnership to support families.

Family First Case Managers will undertake holistic, Early Help assessments in partnership with families, and will act in a Lead Professional capacity to personally develop an outcome focused family plan and co-ordinate the delivery and reviews of this plan. This will include personally delivering a range of supportive and practical interventions, co-ordinating the multi-agency Team Around the Family processes through the Signs of Safety/Wellbeing Model and



delivering other evidence-based programmes and approaches such as parenting programmes, child development, Child Sexual and Criminal Exploitation considering a Contextual Safeguarding approach, and other issue-based programmes across the 0-18 age range. Delivery of the family plan may also include the co-ordination of other services interaction with the family and procurement of other relevant, specialist interventions.

Case Managers will assist in the development and delivery of new and innovative prevention and early intervention programmes within Knowsley delivered to young people and parents through individual sessions or in group settings. Case Managers will also be expected to participate in practice improvement activities to support the development of the service and may be asked to lead on thematic activities.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Assertively engage with families utilising all options available to try and ensure that families at level 3 participate in support available to them to meet their needs.
2. Undertake whole family early help assessments that identify the level of risk in the family and develop and deliver an outcome focussed family plan to address these risks and need using the Signs of Safety/Wellbeing model. Delivery of the plan may include support of their children through group or individual case work. At all times, case managers will ensure the voice of the child is evident in all aspects of working including assessments and plans regardless of the children's age or ability.



3. Act as the lead professional will be the main contact for the family and co-ordinate service delivery from across the Partnership, in line with the family's plan. This can be as a case holding lead for the service or supplementary, co-working with statutory services such as Children's Social Care and Youth Offending Services.
4. Adopt and deliver the agreed processes to supporting families including leading and co-ordinating the Team Around the Family process and undertaking reviews in a timely way as a means to monitor progress against the family's plan.
5. Adopt and promote agreed approaches to working with families including a "Think Family" approach and the adoption of restorative practice in work with clients and colleagues to ensure family needs are not overlooked and family strengths are enhanced to achieve the agreed outcomes. This includes delivery with young people, families and communities in various settings including schools.
6. To maintain accurate, quality and timely records on the Early Help Module and actively support the audit process and use analysed findings to improve future practice. Ensure that all Family First Service information systems are maintained and updated as policy and procedure dictates.



7. Provide parenting support directly to parents using both formal and informal parenting programmes either one to one or in group-work. This will also include in-the-home support in implementing change required, and identifying Family Support Networks as part of the Signs of Safety/Wellbeing Model in support of wider service practice.
8. Engage young people and their families in constructive, positive activities and leisure which may include achieving accredited outcomes and evidence progress to work.
9. Actively work to achieve agreed outcomes for families which are aligned to the Early Help Performance Framework and contribute to the gathering of information from service users and partner agencies that will be used to evaluate the effectiveness of service delivery and provide evidence of performance against the early help performance framework (including Troubled Families Outcome Plan) that will be used to inform future service delivery.
10. To contribute to the protection of the public and the safeguarding of children and young people, taking particular account of policy and procedures on the support and management of young people who are vulnerable or present a risk of harm to others.
11. Act as Family First Service Duty Officer as required.
12. To work flexibly across Knowsley to meet the needs of the service. This will encompass some early mornings, evenings and weekend work which may take place in service-users homes and for which appropriate time off in lieu (TOIL) can be accrued.
13. To carry out all responsibilities with due regard for Knowsley Council's equality and diversity policies and procedures.



14. To comply with the Standing Orders and Financial Regulations of Knowsley Borough Council, and to ensure that all work functions are undertaken in accordance with Health and Safety legislation, codes of practice and with Knowsley Council's Health and Safety Plan.

15. To undertake any other duties commensurate with the grading of this post, as required by the Executive Director of Knowsley Directorate of Children & Family Services or their delegated Officer.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.



Knowsley Council

- Report actual or potential security incidents.