

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

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Key Tasks:

- 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.

Communication, Engagement and Training:

- Frequently be involved in challenging discussions about young people's / families' behaviours that may impact on their own financial outcomes now or in the future.
- Support a service that provides an intensive person-centred intervention, in partnership with non-statutory, statutory, voluntary and independent sector organisations.
- Influence and interact both internally and externally, representing and championing the service in order to develop new relationships, secure partnerships for collaborative working and deliver shared objectives.
- Support the identification of changes, trends and emerging initiatives, recommending innovative approaches to service delivery to senior management.
- Be actively involved and consult with children and families when planning and carrying out work.

Data Analysis and Decision-Making:

- Be creative in finding new approaches to engage families and work creatively with colleagues.
- Work as appropriate in an autonomous manner identifying resolutions and resolving potential problems.
- Escalate issues through the line management where necessary in a timely and appropriate manner.
- Accurately record all required information directly into the agreed case management system within agreed timescales to support the collection and analysis of performance and financial data.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.



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- Ensure compliance with organisational policy and procedure, regulatory and legislative frameworks such as Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children and statutory duties.

Other:

- Any other duties commensurate with the grade.

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

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

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.



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

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Working with children

Approved By: Jo Simpson

Date Of Approval: 6/3/25

Approved By: DIANE HOLLIS (SHE/HER)

HEAD OF SERVICE: FAMILY HELP

Date Of Approval: 6/3/25




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