Knowsley Council

Job description			
Job title	Senior Family Support Worker		
Grade	H		
Directorate	Children's Services		
Service/team	Prevention and Intervention		
Accountable to	Interventions Manager		
Responsible for	N/A		
JE Reference	A5422	**Date Reviewed**	August 2026

Purpose of the Job

- You will work as part of the Prevention and Intervention Service delivering targeted, co-ordinated interventions to support children, young people and their families with a range of complex and interacting needs across the threshold of children services.
- To prevent family breakdowns and maintain vulnerable families in the community.
- You will support the Interventions Manager in the leadership of the service ensuring the highest standards of practice are maintained in the provision of multi-agency, interventions to children, young people and their families.
- You will be responsible for the oversight and supervision of a team of Family Intervention Workers.
- You will be expected to manage or cover the management of family time and ensure it is provided in line with the requirements of the court and the needs of the CLA service.
- You may at times also be responsible for a smaller number of more complex families and assess, plan and intervene to provide solution-focussed interventions for children and families.
- You may also at times be expected to deliver groupwork to children and/or parents using established, evidence-based programmes and new, innovative models as developed by the Service.
- You will assist in ensuring that services are provided within the Service's devolved budget and deputise for other members of the

management team as required (which may involve attendance at key operational and other meetings).

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.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

General

1. In addition to the principal duties the post holder will be expected to contribute more widely to the overall development of the Service and the Council.

2. All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment lo enhance a positive equality culture.

3. 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.

4. Lead, direct and motivate the team by ensuring the provision of support and supervision for all team members on a planned, regular basis in line with Service policy.

5. To monitor and manage the performance of staff. Ability to gather and analyse information and ability to set and measure standards of practice. Numeracy sufficient to produce and understand statistics to inform performance reporting. To complete audits and write a summary of audit findings with clear recommendations to improve the service. To be involved in developing/re-shaping the service as changes dictate.

6. To prioritise and allocate work within the team to maintain service delivery and to ensure that eligible children, young people, and their families have their needs met in a timely and thorough fashion. To provide professional support, assistance, and guidance to Family Intervention Workers, encouraging reflection and empowerment of children and families.

7. To ensure good co-ordination and communication is in place in relation to service planning and delivery for young people and their families and to convene, chair, or participate in family meetings. To write and present reports when required about the service and be involved in developing the service.
8. Identify other interventions that can impact on families and develop the interface to these in line with the requirements of the Prevention and Intervention Coordinator.
9. To undertake quality assurance exercises to look at processes such as assessment, planning, review and risk management. Actively contribute to the gathering of information from service users and partner agencies to evaluate service delivery and provide evidence of performance against service objectives and inform future service delivery.
10. To work flexibly to meet the needs of the service across the borough. This will encompass some early mornings, evenings and weekend work which may take place in service-users' homes and community. Time to be taken back as flexi hours.
11. Demonstrable understanding of safeguarding the welfare and safety of children and young people. To ensure that children and families are fully involved in planning and decision making and are consulted about the project's work and supported to represent their views.
12. To ensure that the security of buildings is maintained where appropriate.
13. To contribute to key service planning reports, including team, service, and corporate plans.
14. Ensure that services are targeted, developed, and delivered in accordance with local policy, legal requirements, and best practice guidance.
15. To ensure effective communication within the team and service area, and chair relevant meetings.
16. Ensure the recruitment, induction, and training of staff in line with Service policies. To support, develop and assess relevant staff in relation to appropriate qualifying and post qualifying frameworks.
17. To pursue appropriate personal and professional training and development opportunities as and when they occur.
18. To comply with all the Council's Standing Orders and Financial Regulations. The post holder must carry out their duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy, Health and Safety Policy and Social Inclusion Strategy.

Knowsley Council

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately

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.
- Report actual or potential security incidents.