 <b>WOKINGHAM</b> BOROUGH COUNCIL	<b>Job Description</b>		Job Reference
Job Title	Early Help Worker		
Service	Children's Services	Team	<a href="#">Ambleside Hub</a> <a href="#">Brambles Hub</a> <a href="#">Woodley/Wokingham Hub</a>
Location	Wokingham Youth Centre and Children's Centres		
Reports to	Assistant Team Manager – Early Help		
Responsible for	Delivering targeted services to vulnerable children and their families		
Grade 6	Type of position: Permanent - Full-time		Date: Nov 2023

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

### **Service Purpose**

To provide a range of short term, whole family interventions and practical support to families to reduce risk factors associated with poor outcome for children aged 0 – 18 years.

To be a source of advice and guidance for families and provide information about other support services that are available for the family.

To work alongside families, social workers, and other professionals including voluntary and faith sectors to support effective relationships that promote healthy change and increased resilience.

### **Purpose of the role**

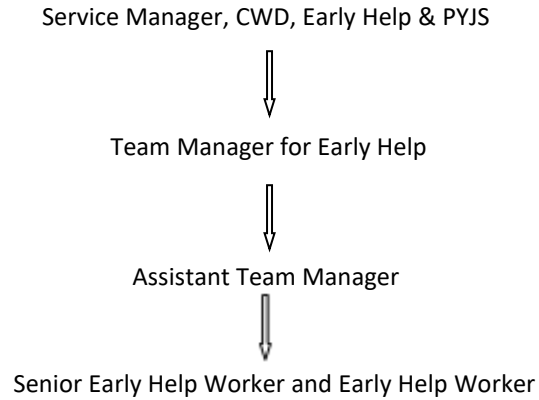
1. To support the delivery of strength-based interventions to children aged 0 – 18 years and their families at the point of need. Providing early help outreach support for seldom heard families including ethnic minority groups, fathers and male carers, families with complex needs who may be open to CSC, children and young people who may be experiencing harm outside of the family home or network and families with physical and mental health issues.
2. To complete whole family assessments and develop strength-based action plans with families referred for early help support to support families and reduce the need for statutory services.
3. To organise Team Around the Family meetings (TAF's) to support joined up working with families where more than one agency is involved. To act the Lead Professional in this context.
4. To work closely with other professionals, including Early Years, schools and colleges, health and the voluntary sector to support joined up working and encourage sustainable change and ongoing support for families.
5. To work creatively with children and young people to ensure their voices are heard and to model and support positive parenting and co-parenting.
6. To be aware of and work alongside other support agencies to create a 'one front door' approach to early help services.
7. To engage the family's wider friends and family support network to encourage sustainable ongoing support where possible.
8. To be knowledgeable about services that are available for families, collect family user data and feedback to aid our understanding about what works for families.
9. To promote and safeguard the welfare of children who live or access the services in, or are looked after, but Wokingham.

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<b><u>Main Accountabilities</u></b>	
1	To be able to engage and work effectively with children and families at the point of need to reduce risk factors associated with poor outcomes for children and promote positive outcomes.
2	To use a range of creative tools to provide accurate whole family assessments and deliver creative intervention sessions that will help the family to achieve positive change.
3	To build positive relationships with other professionals/agencies and organise Team Around the Family (TAF's) meetings to create multi-agency, whole family action plans that detail what the family and the professionals will do to achieve the outcomes.
4	To undertake regular training and reflective supervision to support the delivery of effective interventions to reduce parental conflict and encourage effective co-parenting, increase self-esteem and mental health in children, young people and adults, increase school attendance and attainment and reduce the risk of harm and family breakdown.
5	To work flexibly and from a range of community-based buildings as well as family homes to ensure the needs of the whole family are being met and to encourage engagement by working outside of office hours where necessary.
6	To keep accurate records on WBC case recording system that evidence the quality and impact of the work being delivered, within appropriate timescales.
7	To follow all policies and procedures and work in accordance with WBC's values to safely meet the needs of children, young people and families who live in the borough.
<b>Supervision Received</b>	Monthly personal and case supervision with line manager. Informal supervision as and when needed. Group supervision to support shared thinking.
<b>Supervision Given</b>	N/A
<b>Contacts &amp; Working Relationships</b>	Regular contact with internal colleagues and external partners including early years providers, education settings, Health, Police and voluntary sector.
<b>Management of resources or budget</b>	N/A
<b>Special Factors</b>	<ol style="list-style-type: none"> <li>1. Willingness and flexibility to undertake a range of roles across the Integrated Early Help Service.</li> <li>2. Flexibility in working hours, including some ability to work outside of normal office hours in the situation required</li> <li>3. Able to work with degrees of risk, change and conflict, to identify personal stress levels, and to seek advice and support, when necessary, within or outside of formal supervision.</li> <li>4. Ability to undertake lone working in a range of settings including clients' own homes.</li> <li>5. Ability to travel to and work from a variety of locations.</li> </ol>

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### Organisation Chart



### Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Relevant professional qualification (social care, early years, youth and community, health) – NVQ Level 3 or above.	E	
Hold a full UK driving licence and daily access to a car.	E	
Technical Skills.	Essential	Desirable
Ability to use and manage IT packages eg. Microsoft Word, Outlook etc. including internal recording systems	E	
Excellent written and verbal communication skills.	E	
Ability to deal with sensitive issues, manage conflicting views and expectations and cope with unpredictable issues and behaviours.	E	
Ability to manage and prioritise competing demands, capacity to use supervision effectively.	E	
Ability to work collaboratively with other team members.	E	
Knowledge	Essential	Desirable

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A clear understanding and working knowledge of strength based and outcome focused work with whole families.	E	
An understanding of whole family assessment frameworks and an awareness of the systemic factors that lead to poor outcomes for children.	E	
Knowledge of a range of intervention models including: <ul style="list-style-type: none"> <li>• Solution focused practice</li> <li>• Group work</li> <li>• Systemic Practice</li> <li>• Attachment Theory</li> <li>• Trauma Informed Approaches</li> <li>• Early Childhood Development</li> </ul>		D
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Substantial experience (two years or more) in either a paid or voluntary capacity working with children and families to reduce risks associated with poor outcomes for children.	E	
Experience of working with 'seldom heard' families with the confidence to help them to engage with support services.	E	
Evidence of working collaboratively, with a wide range of professionals, including those from voluntary sectors and faith groups, to support effective joint working with families.	E	
Experience of working with whole families in distress, demonstrating key listening skills, empathy and resilience.	E	
Experience of working with children, young people and their families, setting clear and achievable plans and monitoring progress towards agreed outcomes; engaging with the families own family/friends' network to reduce the need for ongoing support.		D

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Experience of working sensitively and effectively with separated parents.		D
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
N/A		
<b>Completed by:</b>	Kelli Scott	<b>Date:</b> November 2023

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