



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	Family Help Worker
Grade:	GSO1
Directorate:	Children & Families
Department:	Children's Social Care and Family Help
Responsible to:	Advanced Practitioner – Family Help

Purpose of the Job:

To support the Council in delivering its responsibilities under Working Together 2023 and the Children Act and to deliver services for children in Rutland to improve the outcomes and life chances of children, young people and their families in Rutland by:

- Providing intensive, focused targeted interventions to children, young people and families, in their homes and in the wider community.
- Developing effective relationships and using strength-based and trauma-informed approaches to help, motivate and encourage behaviour change to ensure positive outcomes and the right support at the right time.
- Support children and young people who are subject to a Child in Need plan or who require a Team Around the Family approach.

Main Responsibilities:

To be responsible for a caseload of families who have complex needs and require additional support through:

1. The undertaking comprehensive early help assessments and through this process, identify and understand the family's strengths and challenges, and analyse this information in order to develop a plan of work with the family which provides appropriate support to enable them to make and sustain change.
2. Responsibility for delivering in partnership with other agencies, a comprehensive family intervention and an intensive package of family support that will include a range of practical and parenting support to increase family functioning and confidence in parenting to meet the needs of children and young people.
3. Allocation as a key worker for children and families with responsibility for contributing to and delivery of intervention plans under section 17 of the Children Act (1989) with oversight from a social work qualified practitioner.



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4. Ensuring the voice of the child and young person is central to the assessment and intervention plan, utilising a Signs of Safety approach.
5. Providing cover for the Early Help front door and support the RAIS team when required.
6. Working in partnership with families in a persistent and proactive way, making flexible and effective use of a range of strategies and employ a range of creative approaches to engage positively with families who may often be resistant to engagement.
7. Using a positive, whole family approach to develop safety networks and empowering relationships in order that families become more resilient and independent, so the need of support services is reduced over time.
8. Delivering, assisting in the delivery of group and community projects in the area, as appropriate.
9. Offering assistance and guidance to the TAF support panel and external TAF lead professionals including delivering training to internal and external partner to assist in the development and sustainability of the Early Help system.
10. Contributing to the protection of children and young people from abuse by supporting access to early interventions, treatment and crisis support services to address issues identified as presenting a risk to a child or young person's welfare, in accordance with Local and National Safeguarding Policies, Procedures and Practice. When necessary, Identifying and ensuring that risk of significant harm receives a proactive Social Work response when necessary.
11. To work in partnership with Social Workers and practitioners from other agencies in a persistent and proactive way, to support them to work with families to achieve the best possible outcomes. Challenge behaviours and practices which do not support a whole family working approach, and undertake a coordinating role as a key part of a multi-disciplinary team
12. Ensuring that accurate and up-to-date records are maintained for every child and young person in accordance with the Children's Service Practice Standards and the QA and Performance Framework.
13. Using agreed outcome measures with families at the start, during and on exit from involvement, contributing to evaluation of service delivery both through completion of agreed monitoring tools and contribution to case studies, etc.
14. Actively participate in quality assurance activities this may include audit and practice observations. Actively participate in practice development activities and explore opportunities for continuous professional development.
15. Contributing to service development and evaluation.



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16. Working within an integrated framework to support vulnerable children, young people and families to improve their social, physical and emotional well-being. Develop, provide and evaluate safe, high-quality provision that responds to the age, gender, ability and cultural needs of all children, young people and families, and is in line with early intervention and prevention agendas, service and council priorities.
17. Ensuring services are delivered in accordance with the Council's approach to diversity.
18. Acting in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
19. Taking reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
20. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Dimensions

There are no budget or line management responsibilities.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Good standard of education - NVQ level 3 in Health & Social Care, SEND or equivalent	A/I
Evidence of continued learning and a willingness to undertake further training and professional development	A

Desirable	Method of Assessment *
A qualification in a health or social care field to NVQ level 4 (or equivalent)	D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Extensive, relevant experience of working with children and families in the community	A/I
Experience in a social, health or education field with children and families	A/I
Demonstrable understanding of child development and of the dynamics of family relationships and attachments	A/I
Understanding of relevant legislation and strategic objectives both nationally and for Rutland County Council	A/I
Knowledge of, and a commitment to safeguarding and promoting the welfare of children, young people and adults	A/I

Desirable	Method of Assessment *
Experience of making visits to, and working with, children with complex needs and families in their own homes.	A



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Experience of working across inter-agency settings, both statutory and voluntary	A
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SKILLS

Essential	Method of Assessment *
Able to observe and assess the behaviour and interactions of children and their families,	A/I
Able to plan and resource appropriate support and services and review their effectiveness	A/I
Able to undertake holistic and needs-led assessments	A
Ability to work as a member of a team and take responsibility for planning and managing an individual workload	A
Effective verbal and written communication skills to record and present information accurately	A/I
Good IT skills	A/I
Excellent planning, organisation and time management skills	A
Able to assess risk and feedback concerns to qualified staff as appropriate	A/I
Creative and flexible, with the ability to work across specialisms and adapt to changing circumstances	A
Able to remain calm, efficient and professional whilst working under pressure	A/I
Ability to persuade, empower and motivate families to engage and overcome barriers to change	A/I
Good communication and interpersonal skills and adept at problem solving	A/I



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EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I
Able to work in an anti-discriminatory and anti-oppressive manner	A/I
Understanding of social inclusions and non-discriminatory practice and commitment to their implementation	A/I

OTHER

Essential	Method of Assessment *
Willingness and ability to visit other sites including remote areas, and transport service users and resources as required	A/I
Flexible in working patterns to fulfil commitments of the role and team.	A
	A

* **A = Application Form** **D = Documentary evidence** **I = Interview** **T = Test**

STRUCTURE

To be Confirmed

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
March 2023	Revised	Bernadette Caffrey, Head of Service
September 2024	Yes	Emma Sweeny, Head of Children's Social Care & Family Help