

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Children Families and Education

DIVISION: Early Help and Childrens Social Care

JOB TITLE: **Senior Early Help Key Worker**

Early Help Senior Role Final

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title:	Senior Early Help Key Worker
Department:	Children Families and Education
Division:	Early Help and Childrens Social Care
Grade:	Grade 10
Hours (per week):	36
Reports to:	Early Help Locality Team Manager
Responsible for:	Supporting and deputising for the Team Manager, offering support and guidance to Early Help Key Workers and developing partnership activity
Role Purpose and Role Dimensions:	<ul style="list-style-type: none">▪ This role will provide signposting and support for families across the continuum of need. The Senior Early Help Key Worker will support the Team Manager, who will lead the day-to-day operations of the Early Help Locality▪ The role will take a lead in developing relationships with Voluntary, Community and Faith group partners to positively meet the demands of Croydon's families. This will be achieved through regular attendance at community networking events, universal meeting spaces and via established hub forums.▪ The Senior Early Help Key Worker will work alongside partners to promote a 'Team Around the Family' approach where universal support has been identified▪ The role will liaise with all partners to ensure that families receive the right level of support, from the right service at the right time thereby reducing reliance on more targeted or statutory interventions.▪ The Senior Early Help Key Worker will provide advice and signposting to partners and families, ensuring that relevant information to enable access to community, universal and/or targeted services is shared.▪ The Senior Early Help Key Worker will undertake whole family assessments, where children are identified as vulnerable and develop appropriate family plans in partnership with parents, children, and young people▪ The role will undertake regular reviews with families to ensure progress is being achieved and plans are

effective.

- The Senior Early Key Worker will effectively chair Team Around the Family review/meetings and engaging with partner services to ensure multiagency support.
- Keeping up to date, accurate electronic case files to monitor the progress of families and evidence the impact of the work and outcomes achieved.
- Ensuring safeguarding is embedded in all practice and provision, liaising closely with appropriate services as outlined in *Working Together 2018* and in line with Croydon's early help practitioner guidance

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Health Services
- Early Years
- Commissioned Services
- Community, voluntary sector, and faith groups.
- Schools
- Children, Young People, and their Families
- Children's Social Care
- Police

Key Internal Contacts:

- Children's Social Care
- Early Years, Children's Centre's and Parenting
- Housing
- Family Justice Centre
- Youth Engagement Service
- Youth Offending Service
- Adult services

Financial Dimensions:

- Acknowledgement is given to the unit costs associated with relevant family support activities when identifying packages of helping early support for children and families.

Key Areas for Decision Making:

- Contribute to effective early identification of need through sound application of threshold continuum document.
- Ensuring risk is assessed and safeguarding issues addressed/escalated for discussion and action where appropriate.

Other Considerations:

- The Early Help Localities provide an accessible seamless service for families, as such flexibility is required which will

- involve some evening and weekend working.
- Ability to travel around the locality.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS check

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

To ensure that children and young people with support needs receive the right help at the right time from the right service.

To apply systemic and strengths-based approaches, whilst identifying relevant

Key Elements:

This will involve:

- Establishing effective and trusting working relationships with key partners including Early Years School, Health Services, Health Visitors and GPs, Faith Groups and Community Sector partners.
- Promoting and contributing to a positive team culture through effective communication and by supporting/motivating others.

This will involve:

workforce development to support increased confidence and competence in respective work areas

To ensure that families who require targeted intensive support receive this at the earliest opportunity and decision making is clearly recorded within case management systems.

- Supporting partners to assist families in recognising and developing their own social networks, support systems and drivers for change
- Accessing learning and development opportunities through partnership/service led development activity.

This will involve:

- Maintaining timely and accurate electronic files.
- Ensuring safeguarding is embedded in all aspects of practice and provision, liaising closely with services as outlined in *Working Together 2018* and in line with Croydon's Early Help practitioner guidance.
- Supporting partners to broker multi-agency support via a TAF approach, whilst developing confidence in the coordination of TAF meetings.
- Develop and maintain effective professional relationships with all partner agencies to ensure that the full breadth of Croydon's Help Early offer is accessible to families.
- Being a reflective practitioner, developing one's own understanding, knowledge and skills through local forums including case discussions/group supervision sessions.
- Contributing to the effective delivery of high-quality, safe family engagement practice.

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Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Carry out, monitor, and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

This will involve:

Contribute as an effective and collaborative team member

- Undertaking training as required for the role.
- Championing the professional integrity of the service.

Person Specification

Job Title:

Senior Early Help Key Worker

Essential knowledge:

- Professional qualification in a related field (i.e., Health Services, Early Years, Educational Psychology, Children's Social Care) at level 4 or above.
- Knowledge and understanding of systemic and strengths-based approaches
- Extensive knowledge about the wide range of Early Help support available across the continuum of need ranging from universal through to targeted services.
- Thorough knowledge and understanding of the research and evidence in relation to child development including issues affecting babies, children and young people's vulnerability and resilience or sound knowledge in relation to the research.
- Knowledge of statutory services and relevant children's legislation including a high awareness of child protection and safeguarding thresholds, indicators of need and procedures.

Understanding of:

- National policy, strategy and developments regarding child development, assessment, parenting, parental conflict, early help, and early learning
- Relevant legislation, statutory guidance, standards, and procedures including Working Together to Safeguard Children (July 2018)
- Assessment, identification of need and planning using a strength-based framework

Essential skills and abilities:

- Have excellent organisational skills, being able to set up, access and maintain appropriate and effective systems to ensure oversight of referrals, data collection and analysis.
- Highly articulate and able to communicate complex issues clearly and effectively, both in writing and verbally with a wide range of audiences, particularly with families, colleagues within the team and within the multiagency network.
- Skilled in making complex decisions and judgements and in thinking innovatively.
- Ability to assess families' needs effectively including identification of strengths and risks.
- Ability to champion working in a strength-based partnership with families and in promoting their involvement in designing and delivering solutions.
- Ability to work as part of a change management team.
- Ability to work across a wide range of agencies to improve integrated working within localities and across the children and family partnership.
- Ability to plan and implement change by persuading people of the benefits that can be achieved by helping early and collaboration to support improved outcomes for families and children.

Essential experience:

- Experience of undertaking effective decision making that leads to improved outcomes and reduces the risk of safeguarding issues.

Special conditions:

- Be committed to the equality of opportunity for all children and families irrespective of ability, sexuality, or ethnic background.
- Show commitment to ongoing professional development.
- Observe and maintain confidentiality.
- Demonstrate commitment to high educational, and health standards, maximising achievements and outcomes for all children and families.
- Be committed to safeguarding and promoting the welfare of children.
- The post is subject to an enhanced disclosure with the Criminal Records Bureau.

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