



Job Description

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.

Post Details	
Job Title	Family Help Practitioner
Service	Help and Protection
Team	Family Help Team
Location	TBC
Reports to	Family Help Pod Manager / Deputy Pod Manager
Responsible for	N/A
Grade	6
Contract Type	Permanent
Hours	Full-Time

Main Accountabilities	
1.	To carry a caseload of families delivering strength-based interventions providing high-quality, practical support and intervention in line with the Family Help Plan.
2.	To complete whole family assessments and co-produce strength-based action plans in partnership with families referred for support to build networks of support and reduce the need for statutory intervention.
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 as the Lead Professional in this context.
4.	To build strong networks with other professionals, including early years settings, schools and colleges, health and the voluntary sector to support joined up working and encourage sustainable change and ongoing support for families.
5.	To play an active role in ensuring that Family Help support services recognise and meets the needs of 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.
6.	To work creatively with children and young people to ensure their voices are heard and to model and support positive parenting and co-parenting.





7.	To be aware of and work alongside other support agencies to create an integrated approach to early help services.
8.	To engage the family's wider friends and family support network to encourage sustainable ongoing support where possible.
9.	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.
10.	To promote and safeguard the welfare of children who live or access the services in, or are looked after by, Wokingham.

Person Specification	Essential	Desirable
Education/ Qualifications	Minimum NVQ Level 3 related to working with children and families OR relevant experience working with children and families	
Experience	• Experience of direct work with children, their families and carers in a statutory or voluntary agency which provides services to vulnerable children and their families • Experience in delivering direct interventions that improve outcomes for children, young people and families. • An understanding of the key pieces of policy, guidance and legislation which govern children's social care.	
Skills/Knowledge	• Ability to build relationships and deliver interventions to children, families and carers • An understanding of child development and the effect of stress and trauma on child development • Knowledge of mental health, substance misuse, domestic abuse, poverty and other vulnerabilities and how these impact on families • Knowledge and ability to undertake assessments and make appropriate decisions, in line with professional accountability. • Sound understanding of safeguarding, thresholds and early intervention systems. • Excellent communication, facilitation and report-writing skills.	
Behaviours/Attributes	• The ability to work autonomously, setting direction for this area of work. • Ability to deal with sensitive issues, manage conflicting views and expectations and cope with unpredictable issues and behaviours.	





	An active commitment to ensuring that equality, diversity and inclusion is part of all work	
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Purpose Details	
Service Purpose	- To build relationships with and work alongside families, social workers, and other professionals including voluntary and faith sectors to support effective relationships that promote healthy change and increased resilience. - To provide a range of short-term, evidence-based whole family interventions and practical support to families to reduce risk factors associated with poor outcomes 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.
Role Purpose	- Deliver strengths-based, whole-family support to children, young people and their families, in line with the Families First and Family Help practice model, to build resilience and capacity thereby reducing the need for ongoing, or repeated statutory intervention. - Undertake whole-family assessments, co-producing outcome-focused plans with families and coordinating Team Around the Family (TAF) arrangements as Lead Practitioner where appropriate. - Provide direct intervention with families (including parenting support, practical help and evidence-informed approaches) to improve safety, wellbeing, school attendance and family resilience.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	The Family Help Practitioner will receive monthly personal and case supervision with line manager. Informal supervision as and when needed. Group supervision to support shared thinking.
Supervision Given	N/A
Contacts	Regular contact with internal colleagues and external partners including early years providers, education settings, Health, Police and voluntary sector.





Resources/Budget Management

This role will not hold budget management responsibilities.

Special Requirements

1. Willingness and flexibility to undertake a range of roles across the Family Help Service.
2. Flexibility in working hours, including some ability to work outside of normal office hours as the situation requires
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.
4. Ability to undertake lone working in a range of settings including clients' own homes.
5. Ability to travel to and work from a variety of locations.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N





WOKINGHAM
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Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Civic Offices Shute End

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
Every 2 years.

Evaluation Declaration	
Date of Evaluation:	Jan 2026
Evaluated by:	HR Team

