

Job Description

Position Details

Position:	Families First Support Worker		
Directorate:	Children, Young People & Families		
Service:	Children's Services		
Position no:	BG01418		
Grade:	6		
Hours of work:	37 (until March 2027)		
Work style:	Agile Worker		
DBS required:	Enhanced Disclosure with Child and Adult Barred List		
Contact:	Cari Rofer		
Politically Restricted:	No		
JE ID:		Date Evaluated:	
Responsible to:	Cari Rofer Team Manager		
Responsible for:	Through the Families First programme, the identification and assessment of need, the delivery of interventions and engagement of families within Blaenau Gwent that require preventative services; to support them in meeting their own needs and reduce the likelihood of future statutory intervention.		

Job Purpose

The coordination and delivery of bespoke packages of support, based on the Team Around the Family Model with clearly defined, measurable outcomes for families.

Principal Accountabilities

1. To be a multi-skilled professional, working with vulnerable families to support the needs of individuals within the family up to the age of 25 which could include early years, youth work, young carers, disability and parenting support elements.
2. To undertake family assessments and provide early intervention support packages to targeted families residing within the Local Authority of Blaenau Gwent.
3. To deliver services for parents, children and young people and link the work of Families First clearly with prevention of Adverse Childhood Experiences (ACEs)
4. To support, when appropriate, families where their child/ children's needs are being met through a care and support plan.
5. To deliver comprehensive parenting support programmes that encompass the following themes:
Perinatal and support in the early years to age 7
Support for parents of children in middle childhood aged 7-12
Support for parents of teenagers

6. To deliver bespoke programmes and packages of support to enable families to become confident, nurturing, resilient and safe.
7. To chair Team Around the Family (TAF) meetings to develop Family Support Plans which are outcome based, created in partnership with families and other agencies in line with Welsh Government Families First guidance and the Social Services and Wellbeing Act 2014
8. To case hold and be a keyworker, accountable for the delivery and review of family support plans whilst actively promoting the involvement of families.
9. To communicate effectively with children, young people and families, colleagues, management and other relevant professionals.
10. To work in an anti-discriminatory way that respects the rights and beliefs of the individual whilst ensuring a participative approach to work with children, young people.
11. To maintain accurate electronic records in accordance with Directorate Policy, Guidance and Legislation.
12. To work alongside the Business Support Team within Families First, to ensure performance indicators and targets are met and reported effectively.
13. To work as part of a team to deliver the Families First programme to meet individual needs and increase positive outcomes.
14. To be available to work in the evenings and weekends in order to meet family need.
15. To demonstrate a commitment to personal development by participating in training as and when required.
16. To undertake any other duties appropriate to the grade and role, as directed by the Head of Service
17. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
18. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Responsibilities for Resources

Key Working Relationships

Supervision / Management of People

Special Working Conditions

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. You may be required, where operationally necessary, to undertake duties in support of Torfaen County Borough Council as part of the agreed federation arrangements. Such duties will be consistent with the postholder's role, grade and competencies.
7. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Education / Qualifications / Knowledge		
A relevant Level 3 or above professional qualification in Social Care, Health, Education Early Years, Youth Work Play work	Essential	A
Experience		
Proven experience of working with children, young people and families in a community setting.	Essential	A, I
Proven experience of undertaking assessments and delivering interventions.	Essential	A, I
At least Level 1 and 2 Safeguarding and robust experience of knowledge of child protection procedures, information sharing and tiers of intervention.	Essential	A
Qualified to deliver the Incredible Years / Family Links / Parent line Plus Parenting Programmes /STEPS/ Motivational interviewing.	Desirable	A
Experience of multi-agency partnership work.	Essential	A, I
Experience of working with “hard to reach” families.	Essential	A, I
Skills & Abilities		
Understanding of the needs of families who are in need of early intervention and may require additional support services	Essential	A, I
Ability to maintain accurate records in accordance with Directorate Policy	Essential	A, PP
Ability to work to predetermined timescales and strict deadlines	Essential	A, PP
A good understanding of child development	Essential	A
A sound working knowledge of legislation, guidance and standards related to support services for children, young people and their families including the JAFF/ Team Around the Family Model.		A, I
A good working knowledge of parenting programmes.	Desirable	A
Ability to work in a confidential manner and understand the reasons for this.	Essential	A,PP
Personal Attributes		
Special Working Conditions / Requirements		
Full driving license and access to a car for work purposes.	Essential	A, I, PP
Ability to work flexible hours to meet the needs of children and their families	Essential	A, I, PP

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A, I
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	A, I
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	A, I

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A, PP
Involves line manager / colleagues in setting and meeting targets	A, PP
Reorganises work when necessary	A, PP
Sees tasks through to completion whenever possible	A, PP
Seeks help if workload becomes unmanageable	A, PP
Uses initiative to report issues that arise that impact on others	A, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	A, PP
Makes sure that people are regularly informed	A, PP
Uses appropriate language, gestures and tone when talking with others	A, PP
Checks others have understood & seeks advice when necessary	A, PP
Actively seeks to improve all forms of communication with others	A, PP
Communicates professionally by using formal channels appropriate to the situation	A, PP

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