

Job Capsule Supplementary Information: Lead Family Worker

This supplementary information for *Lead Family Worker* for guidance and must be used in conjunction with the Job Capsule for Job Family People Job, Zone 4 Level 1

Role Purpose:

- *To take lead responsibility for specific elements of the Family Service in the locality, ensuring:*
- *delivery of a high quality, inclusive services, responsive to the needs of users and the wider community;*
- *development and maintenance of high service and professional standards including delivery of high quality, evidence-based assessment and intervention packages and programmes to families;*
- *effective management of resources;*
- *delivery in line with Council, Directorate and Service strategies, plans and policies;*
- *Compliance with relevant legislation, as well as good practice standards set down by the Authority*

Example outcomes or objectives that this role will deliver:

- be creative and support the piloting of innovative approaches to working with children and families
- ensure that the service works within a framework of local authority and service policy and procedure in an innovative way to meet family and community need.
- have the skills and knowledge to ensure adherence to a whole family model that ensures sustainable change within families and communities (for example: understanding social capital, capacity building, systemic and ecological models and approaches)
- be expected to contribute to the development of the service to ensure desired outcomes for children and families and to share learning and ideas on the most effective methods of working with more complex families.
- have the skills and confidence to make decisions on complex cases in emergency situations in the absence of the service manager, seeking advice from other professionals and managers as appropriate

People Management Responsibilities:

Number of reports, nature of management responsibility)

- (To lead on specific elements of work carried out in the locality within the aims and objectives of Camden's Children's and Young People's Plan, Camden Parenting and Family Support Strategy, the Service Plan, Community strategy and the wider policy context. This includes operating within the Council's policies and procedures to ensure the provision of a high quality programme, appropriate to the changing needs of children and families.
- To be responsible for the development of expertise in a particular area of work and to provide a lead role in respect of this area.

- To directly work with more complex families referred by statutory and other agencies, ensuring best practice in supporting resilience factors and employing the whole family strengths-based model and maintaining case management standards
- To provide regular support and supervision to some staff including the allocation of casework and ensuring quality standards and the use of the Common Assessment Framework and other assessment tools as appropriate.
- To ensure the locality team is responsive to local need, inclusive and evidence based to meet the needs of children, young people and families in its delivery of universal and preventative services.
- To ensure delivery of, and directly deliver, evidence-based assessments and interventions to families on a group and individual basis with a focus on vulnerable priority groups, ensuring the needs of local communities are met and best practice developed.
- To maintain an evaluation framework that evidences the value and difference made by the project, including tracking and reviewing outcomes for children, families and communities.
- To ensure quality and standards in provision delivered by the family service including maintaining an evaluation framework and tracking and reviewing outcomes for children, families and communities.
- To deliver methods and approaches of promoting community cohesion, social inclusion and addressing community safety issues, through meeting the needs of children and families.
- All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of their post and their level of responsibility.

Relationships;

(Nature of relationships and partnerships e.g. internal, external, and level)

The post holder will liaise and work regularly with:

- Families and communities
- Local partnerships
- Council departments and services
- Police
- Health services
- Registered social landlords
- Funding and research bodies
- Government departments as required

Work Environment:

(Describe the work environment e.g. office based, outdoors etc.)

- *Will be required to work evening and weekends as directed*
- *May be based in a council office or a community setting*

- *Will be expected to attend training courses and conferences as appropriate*
- *Will be expected to undertake any other appropriate and reasonable activity as required by the line managers*
- *Will be expected to work flexibly and responsively to meet the needs of the service*
- *Is required to maintain a working knowledge of and compliance with all relevant legislation, corporate and directorate policies and procedures*
- *Some lone working will be required as face to face contact is carried out in family homes and a variety of other settings*
- *The role can be both challenging and demanding as many of the families worked with are complex and vulnerable. This includes families subject to Child Protection plans and other court orders.*

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

QUALIFICATIONS

Essential:

- Education to degree level or equivalent from one of the following areas: Childcare, parenting, social work, teaching, family therapy, community health/nursing, play or youth and community work
- Trained facilitator in at least one of the evidence based parenting programmes (Strengthening Families; Strengthening Families, Strengthening Communities; Webster Stratton 'Incredible Years'; Triple P Positive Parenting Programme; Mellow Parenting)
- Other qualifications may be considered
- Desirable:
- Management qualification

Essential:

Knowledge and understanding of:

- assessment and intervention methods and tools for use with children and families
- the key issues relevant to the development of children and young people
- best practice in parenting and family work
- best practice in delivering flexible, community based services to children and families
- issues affecting vulnerable families with complex needs
- national and local strategies for social and economic regeneration, community cohesion and social inclusion
- child protection procedures and responsibilities

- Desirable:
- Knowledge and understanding of community development methods and approaches
- SKILLS
- Essential
- Ability to:
 - Coach and support colleagues from diverse professional backgrounds and experience
 - Work in partnership with children, their families and local communities
 - Work in a multi-agency framework in partnership with statutory, voluntary and private sector agencies
 - Deliver agreed work priorities, including performance and resource management, financial planning and control
 - Analyse and problem solve and produce achievable solutions
 - Communicate effectively through different mediums with a wide range of audiences
 - Work flexibly and responsively
 - Maintain and update case work records and complex reports within an agreed framework and timescales
 - Work under own initiative and be self-motivated

EXPERIENCE

Experience of:

- Design and delivery of projects and services
- Signposting, and referral at assessment intervention and aftercare stages
- Delivery of intensive intervention packages to families with complex needs
- Facilitating evidence-based parenting programmes
- Partnership working with communities and agencies
- Working with children, young people and families in diverse, inner city communities
- Outreach/community based work
- Dealing with child protection issues
- Community development and capacity building approaches
- Health and safety requirements and safe working practices

Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:

(Refer to Camden Behaviour framework)

- Model Camden's WoWs at all times and ensures staff follows this example in all aspects of their work
- Demonstrate the required behaviours for your role:

For All Staff (up to and including PO7)

Core Behaviours

Adaptability LEVEL 2

Customer service LEVEL 3

Drive improvement LEVEL 2

Working together LEVEL 3

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

(Refer to Camden Behaviour framework)

Additional Behaviours

Leading People LEVEL 1

Analysis/Judgement LEVEL 2

STRUCTURE

