

## Job Profile Information: Family Worker

**This supplementary information for Family Worker is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 2**

*The job Profile is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.*

The **Supporting People Directorate** is responsible for the outcomes and support for children, young people, adults and families in need. The directorate has a strong focus on intervening early to prevent problems escalating as well as contributing to prevention. Within the directorate, the **Early Intervention and Prevention Division** comprises of the following services: Integrated Early Years Service (IEYS), Integrated Youth Support Service (IYSS), Family Support and Complex families, SEN and Educational Psychology and the Education Welfare Service.

### **Resilient Families Programme**

The Resilient Families programme is the driver for the transformation and further development of services providing early help for families with children (0-19\* years) in Camden. Family Workers in IYSS, Family Support and Complex Families and IEYS all work to the same core principles using the Family Partnership Model, providing the right help at the right time to prevent problems escalating. Family Workers are required to assess whole family needs and will be required to have specific knowledge and skills relating to the age range of the children referred and the specific service area within the division.

### **Role Purpose**

The key objective is to offer practical advice, support and direct case work to prevent issues escalating and requiring statutory intervention. Family Workers deliver a targeted high quality early help family support service to families from pregnancy to age 19 years\* to improve health and well-being outcomes, educational attainment and reduce inequalities.

Families in need of support will range from those who will benefit from brief interventions to families and children with complex and entrenched behaviour. This may include parents with mental illness, substance misuse, those experiencing domestic abuse or high levels of conflict and have limited or no wider family or community networks. Children and young people may be experiencing neglect, involved in criminal or antisocial behaviour, gang activity and substance misuse or on the edge of care. The role will deliver:

- Effective whole family assessment, development of a family action plan and intervention
- Systematic review of progress against agreed outcomes

- Strong collaborative and partnership working using the agreed frameworks and models and the principles of Working Together to Safeguard Children and protection of vulnerable adults
- High levels of family engagement and achievement of positive outcomes

*\*Young Parents with SEND up to age 25 years*

**Example outcomes or objectives that this role will deliver:**

1. To carefully and thoroughly assess children and families' needs underpinned by the common assessment framework, prescribed screening tools and models of engagement
2. To create a whole family action plan and evaluate progress against shared outcomes
3. To work in partnership with universal services to support early identification of need and/or risk , ensuring needs are identified in a timely way
4. To deliver responsive early intervention packages, including evidence-based programmes and/or refer to appropriate services (universal, targeted and specialist) to meet need, working in partnership with families.
5. To identify and respond to risk, work with children in need and those in need of safeguarding and their families according to policy and procedure (e.g. London-wide Child Protection Procedures) to improve outcomes for the most vulnerable children and adults at risk
6. To manage a caseload of allocated families, effectively prioritising according to need and risk, consistently meeting the timescales agreed, providing excellent customer service and making every contact count
7. To work with families to support sustained engagement in services to achieve the greatest impact and positive outcomes
8. To work collaboratively with a wide range of colleagues, services and organisations to provide integrated services for families, including working across the Early Help system to support families and evaluate outcomes.
9. To act as Lead Professional (including leading Team around the Family meetings), ensuring the effective coordination and communication across the network of services, a high level of family and child/young person engagement and avoiding duplication
10. To contribute to service improvement initiatives, engaging positively in a changing and dynamic environment to sustain and improve standards of service and achieve positive family outcomes
11. To contribute to public health initiatives to prevent ill health and promote health improvement e.g. obesity prevention or referral to the Families for Life programme

**People Management Responsibilities**

*No direct line management*

**Relationships**

Partnership, integration, communication and multi-agency working are vital to improving outcomes. Engagement with the whole family is an important component of early help and a central feature of this role. The post-holder is accountable for their contribution to multi-agency assessment, planning and intervention and the content of reports or presentations that are required by internal and external agencies. Partners include:

- Children's Services Social Work, including MASH
- Children's centres and schools
- Voluntary and Community Sector organisations
- Early education and childcare settings and childminders
- Integrated Youth Support Service
- Integrated Early Years Service
- Family Support and Complex Families and Early Help CAF team
- Health services e.g. Midwifery, Family Nurse Partnership, Health Visiting and School Nursing services, GPs, Speech and Language Therapy services, Open Minded and adult mental health services
- Public Health, Housing and other local authority services
- Job Centre Plus
- Registered Social Landlords
- Police

### **Work Environment:**

- Family Workers work in multi-agency, multi-disciplinary teams based in community venues and work with families in their own homes
- Family Workers are required to demonstrate emotional intelligence and resilience to work confidently with families who are often vulnerable, have complex needs, including for example children on the edge of care, engaged in criminal or antisocial behaviour, gang activity or substance misuse or are experiencing domestic violence and neglect
- Family Workers will be expected to undertake any other reasonable activity required to meet service needs and all work must be carried out in compliance with national and local policy, relevant legislation, approved procedures, frameworks and guidance

### **Qualifications, Technical Knowledge and Experience**

#### **Essential:**

- Numeracy and literacy to GCSE level of equivalent
- Further education to the level of e.g. NVQ, B-TEC or equivalent in a relevant field

**Desirable:**

- A graduate level qualification relevant to family work e.g. social work, nursing, early years education, play or youth and community work
- Evidence of training as a facilitator and experience of delivering group-based parenting programmes e.g. Strengthening families, strengthening communities, Webster Stratton Incredible Years or Triple P

**And in addition:**

*For staff recruited to the **IEYS children's centre team:***

**• Essential:**

- Experience of family support case work within early years services (pregnancy to age 5 years)
- Knowledge of attachment theory and early childhood learning and development e.g. Early Years Foundation Stage Framework, Common Assessment Framework and the factors affecting and enabling children to be ready to learn at two and ready for school at five

*For staff recruited to the **Family Support and Complex Families service:***

**• Essential:**

- Experience of providing young people leaving care with support and guidance and promoting independence
- Experience of working with young people involved in e.g. Criminal or antisocial behaviour, gang activity or substance misuse or at risk of sexual exploitation and who may be on the edge of care
- Out of hours working in the evening and weekends

**• Desirable:**

- Knowledge of the difficulties and disadvantages experienced by Looked After Children and Care leavers

**Knowledge and Experience**

- Knowledge of the factors affecting family and child outcomes e.g. attachment, play and learning, educational achievement, resilience and emotional well-being, transitions (e.g. to adulthood, to parenthood), parenting capacity, parental health, poverty, school attendance, alcohol and substance misuse, and domestic abuse
- Knowledge of legislation, frameworks and guidance relevant to delivering best practice in family work and safeguarding children and vulnerable adults e.g. The Children's Act 1989, Leaving Care Act 2002, The Troubled Families programme, Early Years Foundation Stage Framework
- Experience of assessing whole family needs, underpinned by the Common Assessment Framework and knowledge of babies, infants, children and young people's developmental stages

- Experience of developing whole family action plans with identified short and longer term goals and outcomes and the ability to analyse and interpret information to inform decision-making about the interventions and services offered
- Experience of making positive relationships with families building on strengths, taking a solution-focused approach and sustaining their engagement in universal, targeted and specialist services to achieve a positive outcomes
- Experience of working in a multi-agency and multi-disciplinary environment and the ability to work in partnership with a wide range of agencies, professionals and families
- Experience of lone working , including home visiting and the ability to assess risk and implement the relevant procedures
- Experience of managing a caseload of families with additional and complex needs, effectively prioritising the work and demonstrating resourcefulness, adaptability and creative problem-solving
- Experience of good practice in recording assessment, referral, case recording and report writing, using electronic systems and the ability to use Word and Outlook
- Experience of evaluating progress against outcomes and the ability to respond flexibly, adapting to changing circumstances to meet need
- Experience of responding effectively to risk, reducing harm within an early help team and working with social care colleagues to ensure children, young people and adults are safeguarded and step up/step down procedures are effectively implemented
- Knowledge and understanding of Working Together to Safeguard Children, including information-sharing, consent and integrated working principles and practice
- Knowledge of reflective practice and supervision, enthusiasm for continuous learning and new ways of working, demonstrating a high level of self-motivation
- Knowledge of good budget management and making effective use of resources
- A commitment to out of hours working in the evenings and weekends as required

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>