

Job Profile Information: Lead Family Worker

This supplementary information for Lead Family Worker is for guidance for Job Level 4 Zone 1

Camden Way Category 4

It 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. **Lead 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.

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, 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.

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

Role Purpose

The key objectives are to improve health and well-being outcomes, educational attainment and reduce inequalities by:

- Supporting the team manager to lead the team, manage change and maintain a focus on customer experience, positive outcomes, service and organisational priorities
- Supporting the quality of case work and interventions and improved outcomes by providing case supervision for family workers
- Delivering a targeted high quality early help family support service to families from pregnancy to age 19 years* offering practical advice, support and interventions to families to prevent issues escalating and requiring statutory intervention

Example outcomes or objectives that this role will deliver:

1. Demonstrate and deliver best practice in case management and supervision using agreed models and frameworks to achieve the desired outcomes for families and the appropriate early help interventions are delivered for children and young people and their families
2. Adopt an enabling approach to case supervision to develop the confidence and competence of the Family Workers and a team learning culture, supporting professional development and quality of provision
3. Ensure effective management of resources, review and respond to performance and impact data, including local need and customer feedback
4. Take a proactive approach to keeping up to date with new ways of working, research and guidance and act as a customer champion
5. Efficient case allocation and case management, including using electronic information systems, working alongside the Team Manager to ensure operational processes and procedures are running smoothly and efficiently
6. Effective and perceptive whole family assessment of children and families' needs underpinned by the common assessment framework, prescribed screening tools and models of engagement
7. Development of whole family action plans and systematic review of progress against shared outcomes
8. 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.
9. High levels of family engagement and achievement of positive outcomes, with a focus on customer experience
10. 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
11. Identification of risk, responding and working 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
12. To manage a caseload of allocated families, (including those with complex and challenging circumstances), effectively prioritising according to need and risk, consistently meeting the timescales agreed, providing excellent customer service and making every contact count
13. To work in partnership with universal services to support early identification of need and /or risk and ensure needs are identified in a timely way, building positive relationships
14. 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.
15. 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.
16. 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
17. Be responsible for the development of expertise in a particular area of work, providing a lead role in this area to support best practice, new ways of working, positive outcomes and collaborative working
18. 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. However, the Lead Family Worker will provide case supervision and day - to- day support to Family Workers and deputise in the absence of the Team Manager.

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. In addition, providing high quality case supervision and day-to-day support is vital to maintain motivation across the teams and support staff undertaking challenging work in a complex environment.

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:

- Lead Family Workers work in multi-agency, multi-disciplinary teams based in community venues and work with families in their own homes
- Lead 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 due to criminal or antisocial behaviour, gang activity or substance misuse or are experiencing domestic violence and neglect
- Lead Family Workers are required to support and work alongside the Team Manager in a multi-agency environment, supervising complex case work undertaken by Family Workers, manage a caseload and deliver interventions with families

Technical Knowledge and Experience:

Essential:

- Professional Social Work qualification e.g. DipSW or equivalent, Level 4 qualification in Education, Social Care, health or childcare and significant experience of family support work within an early years' service.

Desirable

- Trained facilitator in Webster Stratton Incredible Years programme or other evidenced-based parenting programme
- Educated to degree level in an area relevant to family support work e.g. childcare, parenting, social work, family therapy, community health/nursing

Knowledge and Experience

- Experience of providing case supervision taking an enabling approach to meeting performance standards and to meeting the expectations of children, young people and families in a changing and complex environment
- Knowledge of the factors that support best practice in case supervision, build confidence, competence and professional development
- Experience of supporting Family Workers to build effective professional relationships, develop good practice and exercise both professional judgement and discretion in decision-making
- Experience of implementing systems and procedures to support team management, effective delegation and allocation of work and the ability to deputise in the absence of the team manager
- Experience of and the confidence to make decisions in complex situations and in emergencies in the absence of the team manager, seeking advice in accordance with local procedures
- Knowledge of the factors affecting family 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 and the ability to use the information in practice
- 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 outcomes and the ability to analyse and interpret information to inform decision-making
- 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
- Experience of delivery methods and approaches to promote community cohesion and social inclusion
- Experience of addressing community safety issues, through meeting the needs of children and families
- A commitment to out of hours working in the evenings and weekends as required
- 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

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