

Job Profile Information: Early Help Coordinator, Early Help Community and Practice

This supplementary information for *Early Help Coordinator* is for guidance for Job Level 3 Zone 2

Camden Way Category 3

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 (EIP)** 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

Early Help Coordinators form part of the Early Help Community and Practice Service within Family Support and Complex Families. Early Help Coordinators are required to work in co-operation with the MASH (multi agency safeguarding hub) within the Children and Families Contact team to process all incoming referrals, matching need to service, identifying Lead Professionals if appropriate and ensure appropriate Early Help Services are in place for families.

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. Our ways of working:

- i. Consistent focus on outcomes and how they are measured
- ii. Consistent approach to building resilience in families across all levels of need
- iii. Streamlined and clear access to all services within the Early Help Offer
- iv. Strengthened early help delivery within universal services
- v. Improved integrated working which focuses on the whole family
- vi. Consistent focus on reflective practice and evidence based interventions.

Role Purpose

- Early Help Coordinators process, investigate and analyze incoming referrals through the Children and Families Contact Service comprehensively matching need to service, across the Early Help offer in Camden
- Early Help Coordinators will offer information, advice and guidance to families and professionals regarding Early Help Services to prevent issues escalating and requiring statutory involvement
- Early Help Coordinators will lead and coordinate high quality, evidence based packages of support across the universal and targeted multi agency Early Help offer in Camden
- Early Help Coordinators will develop Camden's partnership working across universal Early Help Services [particularly education, health, housing & VCS], providing professional support with a focus on case consultations, developing practitioner confidence and the earlier identification of families in need of early help.

Example outcomes or objectives that this role will deliver:

1. High quality Information, Advice and Guidance (IAG) across the Early Help Offer in Camden to children, families and professionals in order to prevent problems escalating for families
2. Reduction of referrals received by the Children and Families Contact Service, leading to reduction in social work assessments and more appropriate incoming referrals (less Blue and Green rag rated referrals)
3. The development and coordination of high quality packages of support tailored to the individual family need in partnership with universal partners such as education, health and VCS.
4. Professional leadership, training and support to Universal Early Help Services to ensure high quality & consistency of delivery across the early help offer and the promotion of Early Help Assessments, Team Around the Family and Lead Professional as ways of working.
5. Earlier identification of children and families needing support through better data analysis and targeting of services
6. Development of a strong early help community/partnership embedding resilient families program ways of working and introducing forums for case consultations, complex case discussions, EH drop ins/clinics and other innovative ways of working.

People Management Responsibilities:

N/A

Relationships;

Partnership, integration, communication and multi-agency working are vital to improving outcomes. In depth knowledge of local services, referral pathways & criteria are essential to the role. The post holder will be accountable for processing incoming referrals to the Children and Families Contact Team (level 1 & 2), matching need to service promoting family resilience and partnership working. The post holder will be required to develop and maintain links with a variety of partners to support them in the delivery of the early help offer. 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
- Health services e.g. Midwifery, Family Nurse Partnership, Health Visiting and School Nursing services, GPs, Speech and Language Therapy services, Open Minded, adult mental health services and A&E services
- Public Health, Housing and other local authority services
- Job Centre Plus
- Registered Social Landlords
- Police

Work Environment:

- Early Help Coordinators work as part of the Early Help in the Community Service, and are part of the Children and Families Contact Service, alongside MASH. They are situated at 5 Pancras Square and are expected to visit community venues on a regular basis as part of their work.
- Early Help Coordinators will have short term direct contact with families in order to process and analyse referrals, thinking whole family and matching need to service. However, they will not be allocated case work.
- Early Help Coordinators will be expected to work in a number of different environments, working with numerous partners and audiences, and must have strong communication skills. Part of the role will be to identify new partnerships and ways of working to promote Early Help across Camden.
- Early Help Coordinators 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 criminal or antisocial behaviour, gang activity or substance misuse or are experiencing domestic violence and neglect
- Early Help Coordinators 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.

Technical Knowledge and Experience:

Essential:

- A graduate level qualification relevant to family work e.g. social work, nursing, early years education, play or youth and community work or NVQ level 4 equivalent gained in a setting associated with children or young people and families

Desirable:

- Substantial experience of working with children, young people, vulnerable adults and their families
- Qualified in evidenced based intervention programmes with families

Knowledge and Experience

- Knowledge and experience of working with vulnerable children, young people and their families to prevent problems escalating e.g. family work, youth work, etc.
- Knowledge of legislation, frameworks and guidance relevant to delivering best practice in family work [working with children] 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
- Excellent knowledge and experience of working collaboratively with partner organisations to effect change in modes of delivery
- Strong negotiating and influencing skills, particularly around developing packages of support for families and managing stakeholders priorities, and evidence of delivering training programmes
- 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 assessing whole family needs, underpinned by Common Assessment Framework, developing family action plans and acting as Lead Professional for families.
- 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 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
- 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
- Knowledge of reflective practice and supervision, enthusiasm for continuous learning and new ways of working, demonstrating a high level of self-motivation
- 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

Director, Early Intervention & Prevention

Head of Family Support and Complex Families

Service Manager (Early Help Community and Practice)

Service Manager (Family Service)

Service Manager (Complex Families)

First Stop Early Help Lead Worker

Early Help Practice Lead

Early Help Practice Lead

First Stop Family Support Lead Worker

Early Help Coordinator

Early Help Coordinator

Early Help Coordinator

Early Help Coordinator

Family support worker

Family Support worker

Family Support worker

Family Support worker

Family Support worker

Family Support Worker

