

Job Profile Family Worker - Family Support & Complex Families

Job Title: Family Worker - Family Support & Complex Families

Grade: 3.2 Salary

Range: £34,033 – £39,480

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

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

You will deliver a service to vulnerable families, children and young people in Camden, including:

- delivery of assessment, planning and intervention packages to vulnerable families, children and young people
- provide young people leaving care with support and guidance and promote independence
- facilitate, supervise, and record contact between children and their families
- identify and overcome barriers to accessing appropriate local universal and targeted services in order to improve outcomes;
- delivery in line with Council, Directorate and Service strategies, plans and policies; in compliance with relevant legislation, as well as good practice standards set down by the local authority, to high professional standards and through the effective management of resources

The role will:

- Deliver family services within the aims and objectives of relevant plans of Camden Council, local and national legislative guidance, policies and initiatives. Operate within the Council's policies and procedures to ensure the provision of high quality services, appropriate to the changing needs of children and families. To meet statutory obligations and duties in relation to Children in Need, Child Protection and Young People Leaving Care. To ensure that the service is accessible to children and families from all backgrounds.
- Use appropriate assessment tools and intervention packages for children, young people and families. To deliver evidence-based structured parenting intervention programmes to parents and carers, individually and in groups.
- Support children, young people and their families to access appropriate universal, targeted and specialist services in accordance with their assessed needs. To complete relevant referrals via the e-CAF.

- Carry out structured, focussed and time-limited direct work with children, young people and their families, supporting participation and consultation. To support families through transitions and assist them in developing independence skills. To intervene and support family functioning.
- Carry a caseload and maintain best practice case management standards. To supervise contact between children and their families and to provide concise and analytical reports. To monitor progress and outcomes for children and young people and to contribute to the review of Pathway, Child Protection and Children in Need plans.
- Adopt the lead professional role where appropriate and make relevant referrals. To liaise with all relevant services and organisations and to promote effective multi-agency partnership working. To represent the service through attendance and work reports at appropriate multi-agency meetings.
- Keep contemporaneous records of all assessments, interventions and direct work including supervision of contact. To provide reports, including to the Court, as required. To utilise electronic case management system in accordance with local guidance and protocols. To maintain good financial and budgetary control and make the best use of the service resources.
- Prioritise a complex workload and carry out tasks and responsibilities to ensure the effective delivery of the service.

Relationships

The post-holder will participate in structured formal supervision with their line manager, to agree the focus and timescale of assessment and interventions. This will include appraisal and performance management. The post-holder is responsible for reporting any essential information to their line manager for direction specifically that which involves child protection concerns or risks to clients, staff or the organisation. The post-holder is responsible for adopting a professional approach to their case load including organisation, working independently whilst maintaining compliance and accountability.

The role can be challenging and demanding on staff as many of the families and young people have complex needs and are vulnerable. Partnership working across communities and agencies is a central feature of this role. The post-holder is accountable for their contribution to multi-agency planning and intervention and the content of any reports or presentations they are required to provide to internal and external agencies. Partners include:

- Local children, young people, families and communities
- Local partnerships, voluntary and community organisations
- Schools and colleges
- Other services within the Children Schools and Families Directorate
- Other Council services
- Police
- Health services including, midwives, health visitors, community mental health and CAMHS
- Registered Social Landlords
- Government departments and offices including benefits offices

The post-holder will be required to participate in the local duty system, to process and respond to referrals and enquiries appropriately. The post-holder is expected to contribute to the development of the service through identifying potential improvements.

The post-holder is responsible for safe and appropriate use of office equipment, including computer, mobile phone, fax, photocopier, etc.

About you

Essential:

- Numeracy and literacy to GCSE level or equivalent.
- Education to the equivalent of further education level (A-level, B TEC or NVQ level)
- Knowledge of assessment and intervention methods and tools for use with children and families, including the Framework for the Assessment of Children in Need and their Families.
- Knowledge of the causes and impact of social disadvantage, including mental ill health, substance misuse, domestic violence, poverty and disability
- Knowledge and understanding of the key issues relevant to the development of children and young people
- Knowledge and understanding of best practice in delivering services to children, young people and families
- Knowledge of broader universal services including health, education, housing and welfare benefits
- Knowledge and understanding of national and local strategies for social inclusion, early intervention and prevention
- Knowledge and understanding of child protection procedures and responsibilities
- Knowledge of relevant legislation and guidance including Children Act 1989, 2004, Leaving Care Act 2002, Working Together 2006.

Desirable:

- Degree level qualification
- Social work qualification
- Youth and Community Work, Childcare and Play or other relevant health or social care qualification
- Knowledge of difficulties and disadvantages experienced by Looked After Children and Care Leavers
- Training as a facilitator in at least one of the evidence-based programmes (Strengthening Families, Strengthening Communities; Webster Stratton 'Incredible Years'; Triple P Positive Parenting Programme, etc.)

People Management Responsibilities:

Will hold no management responsibilities.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

Diversity & Inclusion At Camden

We value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other nonwhite ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG