

Job Profile



**JOB TITLE:** Family Support Worker

**GRADE:** SO1

**POST NO:**  30237

**JOB TIER:**  4

**DBS CHECK:** Enhanced

**DIRECTORATE:** Children and Families

**SERVICE:**  Kinship Team (Safeguarding and Care)

**REPORTING STRUCTURE**

**Reports to:** Team Manager

**Direct Reports:** None

**Indirect Reports:** None

**ROLE PURPOSE:**

The Kinship Team at Hillingdon play a key role in supporting the hundreds of Kinship families across the borough. **The Family support worker role** will further our ability to provide 1:1 support to Kinship carers and help to develop and enhance our support offer.

* Be the Kinship contact link person for all Kinship families, predominantly Special Guardians (SG), to be able to contact at the first point of crisis and raise their need for support.
* Support the Social Work team in assessing families' need for intervention and therapeutic or other support required, both before a Kinship Arrangement is made and post court Order.
* Be part of the planning for support with the various court and panel assessments of carers.
* Provide direct 1:1 support to carers via home visits (and telephone support).
* Working with children and families who may be subject to Child in Need or Child Protection plans and having a good knowledge and vigilance for raising any safeguarding concerns. The role requires working with complex families who may be experiencing multiple difficulties.
* Good organisational skills and being able to manage individual workload as well as being a strong team player, is important.
* This role will include working with children and families who may be subject to Child in Need or Child Protection plans and having a good knowledge and vigilance for raising any safeguarding concerns.
* Liaising with agencies as needed ensure a team is around the child/ family, helping to mitigate SG breakdowns, by supporting and intervening pre-crisis.
* Work with families and their children directly on various interventions including PACE parenting, life journey work and many others.
* Co-ordinate and co-facilitate the 12 Kinship support coffee mornings for carers per year, and the x3 larger events per year for carers and their children.
* Produce regular updates and staying connected with all our families via quarterly communication to all. This will include developing mail outs, tailoring advice, and keeping well informed of recent Kinship support news at a more national level to inform local support.
* Liaise with the various training organisations and place our Hillingdon Kinship carers in touch.
* Be responsible for the maintenance and tracking of all our SG carers and their children via spreadsheet/ reports and ICS data. Providing statistics and data as required, accurate record keeping is key.
* To maintain timely, concise, and proficient electronic case records and written plans that evidence the work undertaken and the progress achieved.
* Have the skills to be able to engage and support harder to reach families who are struggling and may need support.
* Have the skills to work with the parents of the children in Kinship arrangements, this will involve mediation and sensitivity.

​ Job Description



**1. Resident & Community Contribution**

* To demonstrate understanding of the Council’s *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of ‘putting our residents first’.
* To work in partnership with families to identify and address needs and support them to reduce the risk of breakdowns, and poor outcomes for children and young people , striving to support to keep families together.
* To work closely and creatively with Social Workers, the local community and partner agencies to deliver an effective service for Kinship carers and the children in their care, in line with the stated purpose of the family support worker role.

**2. People Management**

* This role does not require direct supervisory responsibility however there may be requirement to assist in induction and training of peers and new employees.

**3. Operational Service Delivery**

* To develop, implement and review Kinship support needs assessments. Promoting caring for a child with trauma skills/strategies within the family and identifying any family and friends support alongside professional support.
* To deliver interventions directly to the family unit or individual members, or to broker and coordinate services, as part of the plan, from partner agencies, voluntary or community groups.
* To work intensively with families when in crisis, in their own homes and community settings.
* To provide guidance, advice and training to Kinship carers in managing difficult and challenging behaviour.
* To work and maintain effective communications with Social Workers and partner agencies and support family members in accessing and engaging with universal and targeted services as required.
* To maintain timely, concise and proficient electronic case records and written plans that evidence the work undertaken and the progress achieved.
* To ensure that monitoring and statistical information regarding the work is up to date and available.
* To work within established Council and departmental policies and procedures and relevant legislation relating to Kinship, children and young people.
* To work with colleagues to apply Family support working principles and processes.

**4. Service Planning & Development**

* To contribute to the development and implementation of the Team Plan and understand how the key worker role supports the delivery of the plan.
* To participate in supervision arrangements to ensure that objectives are being met as identified though the appraisal process and personal development plan

**5. Financial & Resource Management**

* To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

**6. Continuous Improvement**

* To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
* To keep up to date on research, policy and practice developments through personal study and attendance at seminars or training.

**7. Contacts**

* Front line professional staff across social care, health, housing and education.
* External agencies and partners including the ASFSF, MAPS, CAMHS, schools, health services, Police, Probation and the voluntary and independent service providers.

**8. Additional Responsibilities**

* Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

**9. KEY PERFORMANCE INDICATORS**

* Development of timely outcome focused intervention plans with SMART targets.
* Demonstration of regular reviews of support intervention with the Kinship family.
* Delivery of targets and planned outcomes.
* Quality record keeping.

Person Specification



This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

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| **1. QUALIFICATIONS**  (list) | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** |
| 5 GCSEs including English or NVQ level 3 in an appropriate field. | **✓** |  |
| A recognised qualification in a related profession e.g. Social Work, education, youth work, child and family development or the commitment to undertake and complete relevant training within 2 years) | **✓** |  |
| **2. STATUTORY or ROLE SPECIFIC REQUIREMENTS**  (describe) | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** |
| Able to work flexibly including early mornings and evenings to meet the needs of the service. | **ü** |  |
| Full UK driving licence and use of own vehicle | **ü** |  |
| **3. EXPERIENCE**  **(**describe) | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** |
| Evidence of experience of working directly with children and families in need, support work experience with children/ young people who have challenging behaviour to achieve satisfactory outcomes | **ü** |  |
| **4. KNOWLEDGE & SKILLS**  (list) | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** |
| To have a clear understanding of safeguarding and protecting families from risk and harm | **✓** |  |
| Able to work independently to assess and make appropriate evidence-based recommendations about children and families in casework | **✓** |  |
| Knowledge and understanding of the problems and difficulties faced by families and the ability to help them find constructive solutions. | **✓** |  |
| A broad knowledge and understanding of Social Care, Education and Health services and how they can support families | **✓** |  |
| Able to form and maintain appropriate professional relationships and boundaries with carers and their children to ensure effective engagement in agreed family interventions | **✓** |  |
| Able to be organised and manage working with multiple families and processes | **✓** |  |
| A good understanding of how to work effectively with other professionals and service providers in a multi-agency environment | **✓** |  |
| Ability to use standard Microsoft office packages and databases to keep clear, written and electronic records and provide monitoring information as required | **✓** |  |

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| **5. COMPETENCIES** | **ESSENTIAL** | **DESIRABLE** |
| **“Can do” positive attitude**  Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking. | **ü** |  |
| **Takes responsibility and delivers results**  Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions. | **ü** |  |
| **Team working**  Acts as a role model to others in the team and wider multi agency arena, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring. | **ü** |  |
| **Communication**  Demonstrates well-developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. | **ü** |  |
| **Customer Care**  To establish and maintain effective relationships with statutory and voluntary agencies to ensure a high standard of service and support to families | **ü** |  |
| **Takes ownership of personal development**  Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance. | **ü** |  |

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| **Our values** |
| **Respect**  We appreciate what makes us different and include everyone.   * We recognise that we all have unique talents, skills and experiences. * We provide a professional service to our residents and colleagues and lead by example. * We celebrate diversity and ensure our working practices are inclusive. |
| **Collaborative**  We believe in the power of working together.   * We work collaboratively as one council. * We promote creativity and innovation to improve outcomes for all. * We recognise the strength of sharing knowledge and experience. |
| **Efficient**  We deliver the best possible outcome by carefully managing our resources.   * We are empowered to deliver the most efficient outcome. * We harness new technology and tools to deliver our services efficiently. * We look after our finances and maximise value for money for residents. |
| **Integrity**  There is no gap between what we say and do.   * We choose what is right over what is easy. * We trust and support each other to get the job done. * We are responsible and accountable for our actions, both good and bad. |
| **Open and honest**  We are transparent in the actions and decisions we take.  ​​​   * We provide a safe space to have truthful discussions in a positive way. * We encourage constructive feedback without fear of judgement. |