



Job Profile

JOB TITLE: Family Support Worker (CWD)
GRADE: SO1
POST NO: 19234
DBS: Enhanced
GROUP: Social Care - Children and Young People Services (CWD)
SERVICE: Children and Young People Services

REPORTING STRUCTURE

Reports to: Team Manager – Children with Disabilities/ Advanced Practitioner (CWD)
Direct Reports: None
Indirect Reports: None

CONTACTS

Internal

- Children Services Staff at all levels, including other Divisions
- Staff in other Council Departments

External

- Service users, their families, and carers
- Health and voluntary organisations
- Community Groups
- Benefits Agency
- Independent Sector establishments and agencies
- Police
- Children Homes and other agencies.

ROLE PURPOSE:

- To review the assessed needs of service users and carers on a regular and planned basis
- To act as 'ambassadors' for the use of Direct Payments; ensuring that clients are aware of Direct Payments as a service option, and how it works.
- To work effectively with service providers to achieve the best possible service for service users and their carers.
- To be accountable for the accurate and timely recording of client data on Carefirst and Care Access.
- Participate in the Children with Disabilities Team Duty Service.
- Develop a Date Base to ensure all service users are reviewed regularly.
- To support social workers as required in the delivery of services
- To support families where there is a package of support but where statutory intervention is minimal
- Networking and signposting to resources

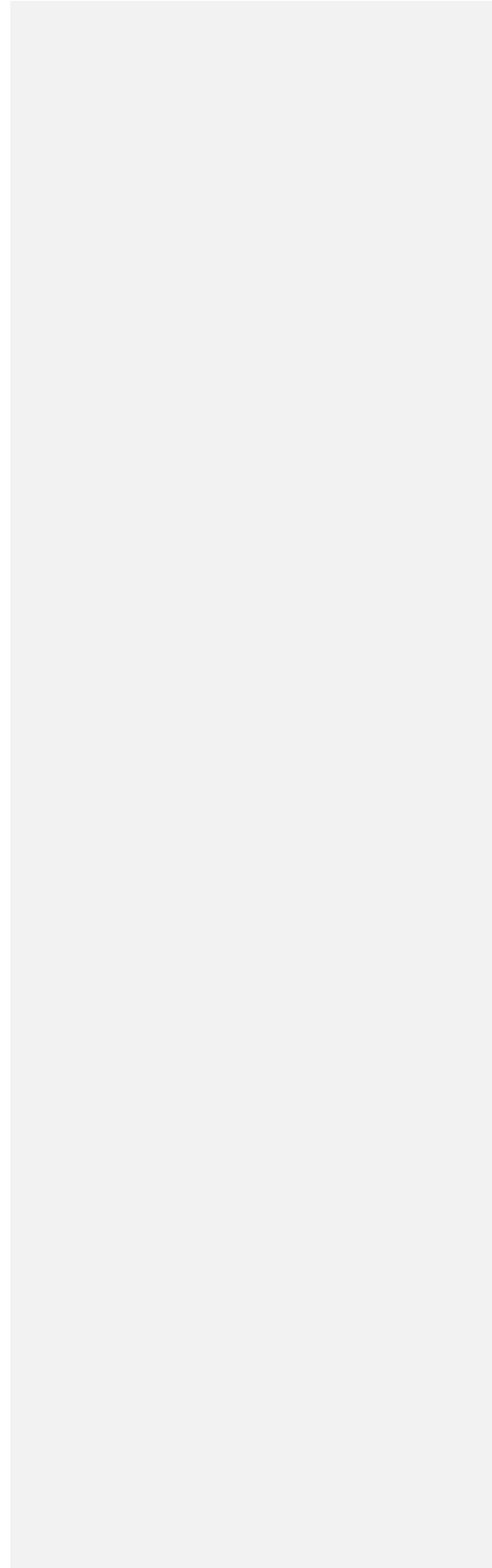
A. Job Description

Generic Duties

- Accepting client cases, as allocated by the Team Manager or Advanced Practitioner, in line with the departmental protocols for case allocation.
- Managing their own workload, with support from their manager, supervisor and colleagues, in a way which:
 - ensures professional best practice and integrity at all times
 - recognises the individual needs of each client as well as the departmental obligations to the whole borough
 - is efficient and effective and in line with the department's target timescales for service delivery.
- Taking responsibility for your actions in relation to the comfort, health and safety of clients and their carers, both in long term and emergency situations.
- Recording the appropriate client details onto the Integrated Children's System
- Maintaining an up-to-date knowledge of legislation in relation to Children Services and the assessment and care management of Disabled Children and their families.
- Developing and maintaining an understanding of the issues relating to the effects of disability.
- Accepting the Departmental and Council approaches to performance management:
 - inviting and welcoming professional advice in case/client management.
 - receiving constructive feedback on personal performance against required indicators and standards and understanding the procedures for dealing with 'under performance'.
 - following the timescales and procedures of the PAPA process.
 - undertaking training as identified in personal development plan.
 - attending team meetings, and other working parties as appropriate.
 - Delivery of targets and planned outcomes
 - Quality record keeping
 - Demonstration of regular reviews with the family
- Carrying out any other related duties commensurate with the general level of

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responsibility of this post.



Specific Duties

- Carrying out Care Package reviews for service users and carers on a regular, planned basis, ensuring that care is being provided in a productive and coordinated manner with other involved statutory and voluntary agencies and the independent sector, within the boundaries of confidentiality and good professional practice. Reviews should include:
 - assessing care in relation to Health & Safety and Moving and Handling regulations.
 - ensuring that service users are receiving the welfare benefits to which they are entitled.
- Updating care plans/ Child in Need Plans, where appropriate, to reflect changes in need and present this to the Resource Panel.
- Re-arranging packages of care, where appropriate, if needs have changed.
- Monitoring the quality of care provided by service providers, according to departmental guidelines; including spot quality checks.
- Attending case conferences about individual service users and contributing to the decision-making process.
- Documenting and presenting cases to the Resource panel for approval using the required paperwork.
- Bringing to the attention of the Manager, Advanced Practitioner or Senior Social Workers any cases which appear to meet the criteria or are borderline for Continuing Care which are not being progressed by Health.
- Ensuring that clients and their carers/ family/ significant others are aware of and have support for any appeal process as a result of disputes decisions arising from the C and F Assessment or decision from the resource panel.

B. Person Specification

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Health, Child Care or Education qualification	✓	✓
5 GCSEs including English or NVQ level 3 in an appropriate field.	x	
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 training within 2 years		x
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Able to work flexibly including early mornings and evenings to meet the needs of the service	✓	✓
	x	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working with Disabled Children and their families.	✓	✓
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Ability to assess and review the needs of Disabled Children and their families, to set boundaries and intervene purposefully if their performance places the family, or a child within it, at a risk of harm.	✓	✓
General knowledge of the 1989 & 2004 Children Act, Disability Legislation.	✓	
An understanding of the benefits and Direct Payments system for disabled Children and their families.	✓	
Sound administrative skills, ability to produce clear reports to a deadline for internal and external circulation, including assessments, reports, care plans and reviews	✓	
Effective verbal and written reporting, good communication and collaborative working skills with service users, colleagues and professional/voluntary agencies.	✓	
Good organisational and time planning skills; the ability to prioritise and manage case work.	✓	
Ability to work on own initiative and under pressure.	✓	
IT literate.	✓	
Be able to drive.		✓

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude</p> <ul style="list-style-type: none"> • Committed to delivering the goals and priorities of the Council • Visibly seeks to improve the Council's service delivery • Upbeat, optimistic and not easily discouraged • Positive about change and does not act as a barrier • Presents options not problems • Celebrates the Council's success. 	✓	
<p>Takes responsibility and delivers results</p> <ul style="list-style-type: none"> • Seeks to achieve and exceed targets, at service, team and personal level. • Ensures work is delivered on time and is of a high quality • Sets a positive example in performance for others to follow. • Plans, prioritises and organises workload to meet deadlines. • Monitors work and ensures it is on track. • Works on initiative. 	✓	
<p>Team working</p> <ul style="list-style-type: none"> • Builds effective relationships and connections within and between teams. • Takes as many opportunities as possible to share ideas, knowledge and good practice with others. • Works collaboratively with all colleagues across the Council. • Is supportive of others and appreciates their work. • Capable of putting the Council's interest first. • Is aware of and has sensitivity for members', partners' and stakeholders' wider needs and issues. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Expresses self, ideas and concepts with ease, both orally and in writing. • Presents information clearly and simply. • Listens, questions and clarifies to ensure full understanding • Delivers the right message to the right people using the right media. • Adapts style to suit the needs of the audience. • Deals with a wide range of people in a confident manner. 	✓	

<p>Customer Care</p> <ul style="list-style-type: none"> • Raising residents' satisfaction is understood and is a commitment. • Acts as an ambassador for LB Hillingdon- communicating consistent positive and realistic messages about the Council. • Engages with the Council's users, has a clear understanding of who they are, and understands their preferences and needs. • Recognises the need to obtain regular feedback from service users. • Takes feedback and ensures services adjust and respond. • Adheres to and delivers on the customer care promise <ul style="list-style-type: none"> ○ Welcoming everyone who contacts us. ○ Being helpful, polite and courteous. ○ Respecting each and every customer. ○ Taking time to listen and understand, demonstrating empathy. ○ Giving clear information about service standards and timescales. ○ Taking ownership and working together as one council. 	✓	
<p>Takes ownership of personal development</p> <ul style="list-style-type: none"> • Positively contributes to the PADA process. • Proactively recognises and engages in learning and development activities, looking to improve knowledge and skills. • Regularly reviews own performance and assesses own potential to develop. • Self-aware, admits mistakes and aims to learn from them • Gives and seeks to receive constructive feedback. • Shares learning and expertise. 	✓	
<p>Personal Attributes / Competencies</p> <ol style="list-style-type: none"> 1. Accountability and Personal Organisation - ability to be 'results focused', taking responsibility for own actions, being proactive, organised and timely. 2. Customer Focus - ability to understand the needs of customers, respond appropriately at all times and seek opportunities to exceed customer expectations 3. Creativity and Innovation - ability to challenge the established way of working, identifying and making the most of new opportunities aimed at enhancing services 4. Personal Development - ability to be proactive and committed to developing personal skills, knowledge and behaviour and supporting others through sharing skills, knowledge and best practice. 5. Networking - ability to develop and maintain a network of contacts throughout LBH and beyond for sharing information, expertise and ideas. 6. Team-working - the ability to work with colleagues within own and across other teams, to deliver the overall aims, objectives and values of the department. 7. Decision Making - ability to take a broad approach to problem solving which leads to practical decision making for the benefit of customers and the Council 8. Equalities - the ability to recognise racial harassment, bullying and all forms of discrimination and take appropriate action to eliminate it. 	✓	