HILLINGDON
LONDON

Job Profile

JOB TITLE:	Family Development Worker
GRADE:	Scale 6
POST NO:	TBC
JOB TIER:	5
DBS Disclosure	Enhanced
GROUP:	Social Care
SERVICE:	Child and Family Development Service

REPORTING STRUCTURE

Reports to:	Children's Centre Manager
Direct Reports:	none
Indirect Reports:	Volunteers and students

ROLE PURPOSE:

- To be responsible for providing both community and centre based family support services and lead the planning and delivery of activities in support of young children's learning, development and health.
- To deliver both personalised and group evidence based interventions for families and young children, in response to identified need.
- To deputise for the children's centre co-ordinator in their absence.

A. Job Description

1. People Management

- No direct supervisory responsibility however there may be requirement to assist in induction and training of peers and new employees.

- To oversee volunteers and students supporting groups and activities.

2. 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 enable the early identification of need and provide a range of support strategies and interventions to address needs.

- To work effectively with the local community and partner agencies to deliver effective services for young children and their families in line with the core purpose of the children's centre programme.

3. Operational Service Delivery

- To lead the planning, delivery and evaluation of community and centre based activities that support young children's learning, development and health ensuring consistency of high quality provision.

- To develop, implement and review support plans, based on assessed needs, and evidence based interventions which address identified needs.

- To use the Early Help Assessment and Team Around the Family plans, acting as lead professional as appropriate.

- To work intensively with a family to deliver interventions on an individual basis, in the family home or in community settings, to support families to achieve agreed outcomes.

- To provide practical assistance, advice and guidance to families including budgeting, benefits, childcare information and domestic management and routines.

- To provide guidance, advice and training to parents on parenting skills at different stages of child development and support family members in managing difficult and challenging behaviour.

- To enable parents understanding of how to meet their children's learning, developmental, and health needs, and to promote children's emotional health and wellbeing as per the Five to Thrive model.

- To review and evaluate effectiveness of interventions with the family to ensure most effective use of resources

- To attend case conferences, core groups, TAF meetings and other meetings as required, assisting families to engage in the processes.

- To maintain timely and concise case records and written reports that evidence the work undertaken and the progress achieved.

- To take a lead in the planning, delivery and evaluation of family support work for young children and their families, both at the children's centres and in the local community.

- To provide advice and guidance, including referral to partner agencies, for families with children with SEND.

- To work and maintain effective communications with partner agencies and support families in accessing and engaging with universal and targeted services as required.

- To take an active role in planning, supporting and attending community outreach events and activities.

- To deliver a service that is sensitive to the needs of the children, parents and carers from different social and cultural backgrounds.

- To ensure an extensive knowledge of safeguarding and child protection policy and procedure and to report to the Children’s Centre Manager any concerns about children.

- To be familiar with accident and emergency procedures and understanding the importance of registering accidents and incidents.

- To ensure data is collected and recorded in line with General Data Protection Regulations and information sharing procedures as required.

- To comply with Ofsted standards and registration.

4. Service Planning & Development

- To contribute to the development and implementation of the Locality Plan and understand how the Family Development Worker role supports the delivery of the 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 families.

- 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, education and the voluntary sector.

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.

- Quality record keeping.

- Delivery of agreed PADA objectives.

B. Person Specification

Family Development Worker

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

1. QUALIFICATIONS	**ESSENTIAL** ✓	**DESIRABLE** ✓
A recognised qualification at NVQ level 3 or above in a related profession e.g. Social Work, education, youth work, child and family development	✓	
A recognised qualification in an evidence based parenting programme, e.g. Triple P		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Ability to work flexibly across sites to meet the needs of the service – postholder will be assigned to one establishment but will work across a locality	✓	
Able to work flexibly including evenings and weekends to meet the needs of the service.	✓	
Full UK driving licence and use of own vehicle		✓
3. EXPERIENCE	**ESSENTIAL** ✓	**DESIRABLE** ✓
Experience of work directly with families and, children and young people, to achieve satisfactory outcomes in the public or voluntary sector	✓	
Experience of multi-agency working with partners from health, education, social care and the voluntary sector.	✓	
4. KNOWLEDGE & SKILLS	**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	✓	

Knowledge and understanding of the educational, developmental and health needs of children under five	✓	
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 young children and families to ensure effective engagement in services	✓	
A good understanding of how to work effectively with other professionals and service providers in a multi-agency environment	✓	
Ability to use IT packages to keep clear, written and electronic records and provide monitoring information as required	✓	
5. BEHAVIOURS	**ESSENTIAL**	**DESIRABLE**
RESPECT Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful. Treats all customers and colleagues with dignity and respect according to their individual needs. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Demonstrates active listening skills, shows compassion and takes ownership.	✓	
COLLABORATIVE Adopts a 'One Council' approach to service delivery. Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	
EFFICIENT Gives clear information about service standards and timescales. Plans, prioritises & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Solution focused, challenges existing practices and suggests new ways of doing things.	✓	
INTEGRITY Aware of Local Government purpose. Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
OPEN AND HONEST Willing to try new things, accepts responsibility and learns from own mistakes. Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.	✓	

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.