



# HILLINGDON

LONDON

## Job Profile template

### Employee

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<b>JOB TITLE:</b>	<b>Family Group Decision Making Key Worker</b>
<b>GRADE:</b>	SO1
<b>POST NO:</b>	31017 / 31018 / 31019 / 31020 / 31021
<b>JOB TIER:</b>	
<b>DBS CHECK:</b>	Enhanced
<b>DIRECTORATE:</b>	Children's Services
<b>SERVICE:</b>	Stronger Families and Protection

### REPORTING STRUCTURE

<b>Reports to:</b>	Team Leader
<b>Direct Reports:</b>	0
<b>Indirect Reports:</b>	0

### ROLE PURPOSE:

The Family Group Decision Making Facilitator will coordinate and facilitate family-led decision-making processes to enable children, young people and their families to develop safe and sustainable plans. The role promotes early help, prevents escalation and ensures children's safety, wellbeing and voice remain central.

This role supports the implementation of Family Group Decision Making (FGDM) in line with the forthcoming statutory duty introduced by the Children's Wellbeing and Schools Bill 2025. The role promotes informed consent, cultural

humility, equality and anti-discriminatory practice, and includes delivery of Family Group Conferences (FGCs) and more flexible Family Network Meetings (FNMs). By strengthening natural support networks and family ownership, FGDM plays a critical role in early family help, targeted support, reducing escalation to care proceedings, improving relationships between families and services, increasing cultural responsiveness, and achieving better long-term outcomes for children.

## Job Description

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### 1. Resident & Community Contribution

- Work in partnership with families and communities to promote inclusive, restorative and strengths-based decision making.
- To work in partnership with families to identify and address needs and reduce the risk of poor outcomes for children, young people and their families.
- To work closely and creatively with children's services staff, the local community and partner agencies to deliver an effective service for parents and their families in line with the stated purpose of the key worker role.
- 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'.

### 2. People Management

- No direct supervisory responsibility.
- The postholder may support induction and mentoring of colleagues, students and colleagues from other agencies.

### 3. Operational Service Delivery

- Coordinate and facilitate Family Group Decision Making meetings, including leading on the organisation and logistical arrangements for meetings.
- Prepare children and families, to help them to make the best decisions for their children and young people including providing written information and literature.
- To meet all relevant persons face to face wherever possible.
- To effectively chair Family Group Conferences, ensuring that the family have clear relevant information that they fully understand on which they can make decisions.
- To complete the plan and send copies to the FGC lead, allocated practitioners and families within a week.
- To undertake reviews following discussion and guidance from the FGC lead.
- To act as an impartial chair, preparing all participants, managing safety, and ensuring the child's voice remains central throughout the meeting.
- Ensure safeguarding information is shared, and support the creation and review of clear family plans.

- Maintain accurate records, meet timescales and work collaboratively with professionals.
- To deliver the service in accordance with Hillingdon's Children's Social Care guidance and procedures and Family Rights Group standards for FGCs.
- To maintain confidentiality whilst working with Hillingdon Council and after the work has ceased.
- To adhere to the council's requirements in relation to storage and protection of families' information.
- To attend FGC reflective space meetings.
- To be available to attend further training, as a part of professional development.

#### **4. Service Planning & Development**

- To participate in supervision arrangements to ensure that objectives are being met as identified through the appraisal process and personal development plan.
- To develop, implement and review evidence-based intervention plans, based on assessed needs, which address areas of concern whilst promoting problems solving skills/strategies within the family.
- To deliver interventions directly to the family network or individual members, or to broker and coordinate services, as part of the plan, from partner agencies, voluntary or community groups.
- To be persistent in the engagement of families or individuals who may be resistant by using assertive, creative and practical engagement strategies.
- To work intensively with family members in their own homes and community settings.
- To provide guidance, advice and training to parents on child care and parenting skills at different stages of child development and support family members in managing difficult and challenging behaviour.
- To work and maintain effective communications with colleagues and partner agencies and support family members in accessing and engaging with universal and targeted services as required.
- To chair meetings, attend and provide reports for statutory reviews, court and other meetings as required, assisting families to engage in the processes.
- 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 implement trauma-informed approaches in all interactions and interventions to recognise and address the impact of past trauma on families.
- Focus on early identification of issues and proactive measures to prevent escalation and reduce the need for statutory interventions.
- Ensure all practices adhere to safeguarding standards to protect the well-being and safety of children and vulnerable adults in all interactions.
- Promote inclusive practices that respect and respond to the diverse cultural, linguistic, and socio-economic backgrounds of families.

- To coordinate with families, service providers, and local authorities to create tailored care plans/family plans that meet the specific needs of each child.
- To monitor and review the effectiveness of care packages, making adjustments as needed to ensure optimal outcomes.
- To work with colleagues to apply Family Help/Key Working principles and processes.
- Contribute to service improvement, reflective practice, supervision and professional development.

## **5. Financial & Resource Management**

- Organise meeting venues and resources in line with council financial procedures.
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

## **6. Service Improvement**

- Keep practice up to date with legislation, safeguarding and FGDM standards.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for residents
- To keep up to date on research, policy and practice developments through personal study and attendance at seminars or training.

## **7. Contacts**

- Primary contact will be with other officers within the Council, including front line professional staff across social care, health, housing and education.
- External agencies and partners including 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.
- This profile/JD is not intended to be 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.

## **9. Key Performance Indicators**

- Achieving a minimum 70% of eligible cases receiving an FGDM offer, meeting or exceeding the national benchmark conversion rate of

approximately 67% from offers to completed meetings, and increasing the proportion of plans that are implemented and remain stable over time.

- Timely FGDM delivery, quality family plans, evidence of children’s participation and robust record keeping.
- Development of timely outcome focused intervention plans with SMART targets.
- Demonstration of required reviews with families.
- Delivery of targets and planned outcomes.
- Quality record keeping.
- Delivery of agreed objectives and KPIs through the Appraisal process.

## 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.

<b>1. QUALIFICATIONS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
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 commitment to undertake and complete training within 2 years)		✓
Family Group Conferencing qualification or willingness to train.		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Able to work flexibly including early mornings and evenings to meet the needs of the service	✓	
Full UK driving license and use of own vehicle		✓
<b>3. EXPERIENCE</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Minimum one year experience in a Key Worker role	✓	
Experience working with children and families and facilitating complex meetings.	✓	

Family Group Conferencing or restorative practice experience.		✓
<b>4. KNOWLEDGE &amp; SKILLS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Demonstrable ability to deliver successful interventions for families with complex needs that deliver outcomes	✓	
Strong safeguarding knowledge, facilitation skills, impartiality, organisation and accurate recording	✓	
Clear understanding of safeguarding and protecting families from risk and harm	✓	
Ability to work independently to assess and make appropriate evidence-based recommendations	✓	
Knowledge and understanding of problems and difficulties faced by families and ability to help find constructive solutions	✓	
Broad knowledge of Social Care, Education and Health services and how they support families	✓	
Ability to form and maintain appropriate professional relationships and boundaries	✓	
Ability to be persistent, creative and tenacious in engaging families	✓	
Understanding of effective multi-agency working	✓	
Ability to use Microsoft Office and electronic case recording systems	✓	
<b>5. Competency</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Can do" positive attitude – commitment to change and new ways of working	✓	
Takes responsibility and delivers results	✓	
Team working – acts as a role model and values others' contributions	✓	
Communication – strong written and verbal communication skills	✓	
Customer care – effective relationships with statutory and voluntary agencies	✓	
Takes ownership of personal development	✓	

## **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.