HILLINGDON
LONDON

Job Profile

JOB TITLE: Key Worker

GRADE: Scale SO1

POST NO: Various

JOB TIER: 5

DBS Disclosure Enhanced

GROUP: Children and Young People's Service

SERVICE: New Beginnings

REPORTING STRUCTURE

Reports to: Team Leader

Direct Reports: none

Indirect Reports: none

ROLE PURPOSE:

The Key Worker will deliver and coordinate personalised, evidence based intensive intervention with parents and children subject to a stronger families plan. They will also deliver services and interventions to children and families across statutory children's services to promote step down, including but not limited to children subject to CP or CIN plans, and looked after children with reunification plans. The aim is to support families to achieve sustainable change, promoting capability and capacity within families to problem solve difficulties they are or may experience in the future and enable them to reduce reliance on statutory services.

The Key Worker will manage a caseload that will contain:

- Families with complex and multiple difficulties which are preventing parents from adequately caring for their children e.g. lack of knowledge of positive behaviour management, routines and boundaries, mental health, substance misuse, disengagement with education, risk of homelessness etc. Also, families that meet the criteria for tier 2 and tier 3 support in the London continuum of need.

- Further to this the post will focus on support to be made available to expectant mothers and their families. This includes targeted support to mothers who have had children previously subject to legal planning and care proceedings.

A. Job Description

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1. People Management

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

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 identify and address needs and reduce the risk of poor outcomes for children, young people and their families.

- To work closely and creatively with Social Workers, 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.

3. Operational Service Delivery

- 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 unit 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. Through modelling and coaching techniques, promote the development of practical skills, such as budgeting and domestic management, and social skills, such as listening and negotiating.

- 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 Social Workers and partner agencies and support family members in accessing and engaging with universal and targeted services as required.

- To attend and provide reports for case conferences, 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 work within established Council and departmental policies and procedures and relevant legislation relating to children and young people.

- To work with colleagues to apply Key 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 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 with the family.

- Delivery of targets and planned outcomes.

- Quality record keeping.

- Delivery of agreed PADA objectives.

B. Person Specification

Key Worker

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

1. QUALIFICATIONS	**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 training within 2 years)		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Able to work flexibly including early mornings and evenings to meet the needs of the service.	✓	
Full UK driving licence and use of own vehicle	✓	
3. EXPERIENCE	**ESSENTIAL** ✓	**DESIRABLE** ✓
Experience of paid work directly with parents who have children/ young people challenging behaviour to achieve satisfactory outcomes	✓	
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.	✓	
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 parents and their children to ensure effective engagement in agreed family interventions	✓	
Able to be persistent, creative and tenacious in engaging with parents and families who are resistant to change	✓	

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	✓	
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.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions.	✓	
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.	✓	
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.	✓	
Customer Care To establish and maintain effective relationships with statutory and voluntary agencies to ensure a high standard of service and support to families	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

Additional requirements for SO1

1. QUALIFICATIONS (list)	**ESSENTIAL** ✓	**DESIRABLE** ✓
A recognised qualification in a related profession e.g. Social Work, education, youth work, child and family development	✓	
2. EXPERIENCE (describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓
Experience of working in a key-worker role for a minimum of one year	✓	
3. **KNOWLEDGE & SKILLS**	**ESSENTIAL** ✓	**DESIRABLE** ✓
Demonstrable ability to deliver successful interventions for families with complex needs that deliver outcomes	✓	