

JOB FAMILIES ~ Personal Support

Job Title: Family Engagement Worker ~ High Impact Families Programme

Level descriptor – Level 6 (152 know-how)

Role purpose:

A Family Engagement Worker is required to work alongside families with multiple needs, work closely with involved services through a multi agency plan and undertake a number of diverse activities, using skills that would have been gained through formal qualifications and/or considerable relevant work experience. This can include group work in approved venues and one to one support in the family home. The ability to monitor and evaluate the impact of the coordinated response / plan is essential. Roles at this level are expected to work unsupervised for much of the time, accessing and assessing information independently.

The work is based on the Troubled Families agenda criteria, North Somerset's Early Help guidance and safeguarding procedures. Family Engagement Workers work closely with colleagues in the Council's Community Family and Children's Centres teams, Health, Adult and Children Social Care and other agencies who support improved outcomes for children and young people.

Typical activities

To work in partnership with parents, carers and their family to provide support and advice to families with multiple needs within an appropriate assessment framework and implement or commission planned interventions to address identified need. This includes direct work with service users who have a diverse range of needs using appropriate methods and communication.

To work closely with other professionals, agencies and providers in the area to identify need, avoid duplication and meet gaps in service. This could include working with partners to deliver programmes or services.

Introduce or give information and advice to service users about other services available to them to address other underlying needs and manage a whole family profile. Establish & maintain appropriate links between service users and other professionals to encourage a clear understanding of each other's priorities and ways of working.

Manage own case load of families, which will involve assessing family needs, developing and reviewing action plans which consider opinions of the family and other professionals, coordinating the action plan and applying knowledge and skills to a range of activities demonstrating understanding of the service area, using relevant frameworks, procedures and guidelines.

To record all case work in a timely and accurate way on the Early Help Electronic databases (EHM) and Children's Social Care (LCS).

Knowledge, skills & experience

Vocational qualification or experience comparable to level 3 or 4 relevant to the service user group or equivalent.

Significant practical experience of working with service user groups giving rise to a variety of technical skills and sound understanding of the services available, work practices and processes relevant to the role.

5 GCSE's or equivalent, including English and Maths at C grade or above.

Knowledge and understanding of safeguarding protocols and the threshold levels for service users' groups.

Good communication skills and ability to engage with service users and co-ordinate relationships with partner agencies within the relevant codes of practice values (dignity, respect etc)

An ability to engage with sometimes hostile service users and with children to respond effectively to unpredictable situations.

Commitment to the rights of children and to the principle of partnership with parents and awareness of the conflicts as well as benefits inherent to this.

To be able to demonstrate a working knowledge inclusive principle and a commitment to working within an equal opportunities framework.

<p>Collate outcomes for families and report against the Troubled Families National Criteria.</p> <p>Coordinate and Chair (when required), multi agency meetings and communicate effectively with multi agency partners, colleagues and service users, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p> <p>Supervision and allocation of work to support the family coaches, undertaking similar activities.</p> <p>To contribute to the effective working of the High Impact Team by being an active team member, attending team meetings and jointly working with other staff, as agreed with the High Impact Team Leader. This could include providing opportunities for students and volunteers.</p> <p>To contribute to objective and target setting, record keeping, monitoring and evaluation requirements of the High Impact Team in all work.</p>	<p>Ability to liaise and uphold confidentiality within the department and with other agencies and service users.</p> <p>Able to demonstrate flexible and creative ways of working with service users.</p> <p>Ability to manage own work without close supervision. This includes lone working within service user's home.</p> <p>Ability to work as part of a team, including colleagues from other agencies.</p> <p>Understanding and recognition of professional & personal boundaries</p> <p>Commitment to continued training and development</p> <p>Occasional weekend and / or evening work</p> <p>Valid driving license and own transport, or be able to provide alternative, suitable method of travel.</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives</p> <p>A full-time worker on 37 hours will be expected to case hold 12 families and record appropriately on the Early Help system, along with facilitating 3 number of groups per year.</p> <p>Quality Assurance is determined through regular auditing of files by managers and peers and through observations of home visits and group work sessions. Regular feedback from service users, colleagues and partner agencies</p> <p>Key Performance Indicators include Ofsted Safeguarding inspections and contribution to the SEND (children with special educational needs and disabilities) inspections.</p> <p>Line manager assessment, includes one to one supervision every 4 to 6 weeks and annual appraisals.</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice and information to develop self and others</p> <p><u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, evidenced based interventions, personalised action plans</p> <p><u>Problem solving & judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, makes decisions within guidelines</p> <p><u>Planning & Organising</u> ~ Prioritises work, organising work for self and others to avoid or minimise peaks and troughs</p> <p><u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs.</p>

The entering of your name and the date below will be treated as signature for declaration purposes.

Effective Date:	Issued on:
Postholder Name:	Date: