

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	Early Help Partnership Officer
DIRECTORATE	Children & Adults
SERVICE	First Response and Early Help
RESPONSIBLE TO	Early Help Coordinator
GRADE	Range 3

MAIN PURPOSE OF JOB

Medway Early Help works holistically with families with multiple and complex needs to enable them to make changes and improvements to their lives. The Early Help Partnership Officer works closely with professional partners and where necessary families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to partners and where necessary children, young people and their families and provides for the effective sign posting to other services so that that children, young people and their families do not get overwhelmed by the breadth and depth of support services available.

The main purpose of the Early Help Partnership Officer is to support partners where there are emerging concerns with children, young people and their families so that coordinated support can be provided that would be better placed to meet the needs of children, young people and their families and to reduce the need for any further specialist interventions to be implemented that might not be required in certain cases where wider accessible support services are available e.g. debt services etc.

To work closely with colleagues from Statutory Services, voluntary partners, Youth Services, Housing and with partners from the Police, Health, Education.

To comply with legislation, statutory guidance and local policies and procedures

ACCOUNTABILITIES

Support partners working with families across Medway in their delivery of Early Help. To ensure families have a positive outcome as a result of Early Help put in place, through:

Completing Early Help Assessments (EHAs) with partner agencies for families with low to medium level needs ensuring an effective plan is put in place then ensure the right Early Help lead is identified to continue to support the family.

Support partners in the coordination of support and engagement with specialist services to deliver against agreed outcomes using reviews to ensure timely and effective outcomes. Negotiate, influence and challenge partners to play their role in

the plan to ensure and improve risk factors associated within a family e.g. exclusion, employment, access to health provision.

Support Early Help lead partners in their delivery of Early Help by helping to develop a family plan and organising, attending and chairing reviews, reviewing progress against outcomes identified and coordinating appropriate interventions to meet outcomes; appropriate closure and supporting them with all paper work after they have received EH training, increasing the lead's capacity to be a case holder.

Act as the Early Help lead on EHA's in exceptional cases when agreed to do so: developing a plan; organising and chairing reviews, reviewing progress against outcomes identified and coordinating appropriate interventions to meet outcomes; appropriate closure.

Develop a knowledge of available services and interventions to support partners in their delivery of Early Help and to use this information to inform the development of service directories and the commissioning of services to meet gaps in provision.

Be a point of contact within an area based model to encourage the uptake and continual increase in EHAs by partners by promoting the Early Help ethos and best practice.

KEY CORPORATE ACCOUNTABILITIES

To work with colleagues to achieve service plan objectives/targets.

To participate in one to one Performance Development Reviews and contribute to the identification of own and team development needs.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

The children and young people of Medway have said the following qualities are really important to them:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be consistent and Stable

- ✓ Be contactable
- ✓ Understand me
- ✓ Be honest
- ✓ Be Focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

PERSON SPECIFICATION

QUALIFICATIONS	Assessment Method
NVQ4 in Working with families with multiple and complex needs or willingness to work towards (desirable)	Application
NVQ Level 3 in a relevant related discipline	Application
GCSEs Grade C and above including English and Maths	Application
EXPERIENCE	
Demonstrable experience of working with vulnerable children, young people and families in the public, private or voluntary sector, including holding a case load of varying complexity and complying with relevant assessment frameworks	Application
Proven experience in the application of 'Signs of Safety'	Application/ Interview
Demonstrable experience of undertaking direct work with children and young people and being able to evidence understanding of the child's lived experience.	Interview
Experience of working in a multi-agency environment	Application
Demonstrable experience of using digital case management systems	Interview
Demonstrable experience of partnership working with a range of statutory and voluntary agencies, as well as an understanding of other professional's rules and responsibilities.	Application/ Interview

Demonstrable experience of working with children and families from a diverse range of backgrounds	Application/ Interview
Experience of using or being part of an Early Help Plan and acting as a lead professional	Interview
The job involves considerable direct impact on the well-being of individual, or groups of, people, through either: (a) an assessment of needs and implementation of appropriate care or welfare for those who are reliant on the jobholder for their basic needs or (b) implementing regulations which have a direct impact on the health, safety or well-being of people.	Application/ Interview
Demonstrable experience of coping well under pressure and in difficult situations; able to identify and act on own development needs	Application/ Interview
KNOWLEDGE	
Ability to use technical/specialist/policy and procedural knowledge and apply across a wide range of activities. Completes a range of complex tasks such as report writing, presentations, detailed assessments and calculations.	Application/ Interview
Knowledge and experience of working with vulnerable children in a non-statutory setting.	Application/ Interview
Demonstrable knowledge required to recognise and evaluate risk to children and assess measures to reduce that risk	Application/ Interview
Knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations	Application/ Interview
Knowledge and understanding of legislation, policy and practice developments relevant to children and young people	Application/ Interview
Understanding of child and adolescent development and knowledge of parenting skills	Application/ Interview
Knowledge of identifying and assessing the needs of children, young people and families and of using a reporting tool and providing management information	Application/ Interview
The job requires predominantly practical and procedural knowledge across a technical or specialist area or an equivalent level of organisational, procedural and policy knowledge.	Application/ Interview

SKILLS	
Demonstrates well developed skills in collecting information, analysing, and assessing children and families' needs and creating imaginative responses and interventions.	Interview
Commitment to continually seek and implement improvements and helping others to cope with change	Application/ Interview
Provide a range of services that are flexible, innovative and responsive to immediate needs of children and families either directly or through brokerage with other agencies, but facilitating the change within the families	Application/ Interview
Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary	Application/ Interview
Ability to maintain up to date case records	Interview
Ability to initiate and develop close working partnerships with statutory, voluntary and private agencies to gather/ share information in order to facilitate decision making for effective service delivery.	Interview
Demonstrable experience of working well under pressure and difficult situations, able to identify and act on own development needs	Interview
Ability to build rapport and relationships with children, young people and their families	Interview
Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information	Interview
Excellent interpersonal skills, with the ability to communicate to a wide range of audiences on complex subject matter	Interview
Ability to demonstrate a commitment to the issues of confidentiality and promote child centred practices	Interview
Must have effective problem-solving skills and the ability to analyse and evaluate complex situations and information and apply criteria to making judgement or translate into practical applications	Interview
Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences	Interview
Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines	Interview
Ability to demonstrate an understanding of how teams work with other services and takes a proactive approach towards helping others	Interview

The work requires dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills.	Application/ Interview
The job involves either: (a) some ongoing physical effort (for example, regular sitting in a constrained position, or standing, or walking at a normal pace, for long periods); or: (b) normally limited physical demand, but with periodic requirements for considerable physical effort (for example, lifting or carrying, pushing or pulling items of light to moderate weight, rubbing or scrubbing, or working in an awkward position).	Application/ Interview
OTHER REQUIREMENTS	
Enhanced DBS check	Application
Full UK Driving Licence and access to own vehicle for work purposes	Application
Commitment to equality and diversity, seeking to remove barriers that may prevent people accessing services	Interview

ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be managed by the Early Help Coordinator

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will manage his/her own time effectively working directly with a broad range of partner agencies and other departments in Children's Services using his/her own initiative to ensure procedures are followed and targets are met.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The job involves limited, or no, direct responsibility for the supervision, direction or co-ordination of other employees. The work may involve demonstration of own duties, or advice and guidance, to new employees, or

others.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

EMOTIONAL DEMANDS

The job involves contacts with, or work for, people, which through their circumstances or behaviour either:

- (a) regularly place emotional demands on the jobholder or:
- (b) occasionally place significant emotional demands on the jobholder

FINANCIAL ACCOUNTABILITIES

None; however the post holder must have the ability to understand cost implications of resource allocation, financial packages and make recommendations to managers about efficient and cost effective use of resources.

The role itself involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent

RESPONSIBILITY FOR PHYSICAL RESOURCES

The job involves considerable direct responsibility for physical resources. The work involves either:

- (a) handling and processing of considerable amounts of manual or computerised information, where care, accuracy, confidentiality and security are important or:
- (b) cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent or
- (c) regular careful use of very expensive equipment or:
- (d) security of buildings, external locations or equivalent or:
- (e) ordering, or stock control of, a range of equipment and supplies

WORKING ENVIRONMENT

The post holder will be required to work at one of Medway Council's establishments

The job involves some exposure to disagreeable, unpleasant or hazardous:

- environmental working conditions: or:
- people related behaviour.