

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Children Families and Education

DIVISION: Early Help and Childrens Social Care

JOB TITLE: **Early Help Family Worker**

Family Keyworker

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

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| Job Title: | Family Keyworker |
| Department: | Children Families and Education |
| Division: | Early Help and Childrens Social Care |
| Grade: | Grade 8 |
| Hours (per week): | 36 |
| Reports to: | Senior Practitioner |
| Responsible for: | <p>The Post holder will deliver an intensive, targeted and high quality whole family service for Croydon families who are identified as having children and young people who are at risk of poor outcomes and/ or at risk of escalating statutory services</p> |
| Role Purpose and Role Dimensions: | <p>Through the process of completing a comprehensive assessment of need, the worker will help families to make their own decisions about changes they need to make. Work with families will be through SMART planning and support, enabled by the use of the Strengthening Families approach. By working in a family centred and holistic way staff will ensure improved outcomes and life chances for children and families.</p> <p>Teams will be allocated to, and work across a locality, North, South or Central. The team will support babies, children, young people and their families that live or access services within the locality area. It will be necessary, on occasion to work with families in other parts of the borough to ensure timely access to services</p> <p>Specifically the role will undertake</p> <ul style="list-style-type: none">• To contribute to the delivery of a service for families who are identified as having children and young people who are at risk of poor outcomes and /or at risk of escalating to high need intervention• Work in an integrated and partnership focussed way with families and other agencies through the delivery of a defined practice model in order that families increase their capacity to function in the community without the need for intensive |

support.

- Support to families with multiple and complex needs where intensive support is required
 - Engage and sustain families in the programme to ensure improvements in their resilience and autonomy, improving outcomes and preventing escalation of their issues
 - To take the Lead Professional role and maintain a caseload of families, ensuring timely and effective intervention to maintain progress.
 - To work as part of a team consisting of practitioners with multi-agency experience in order to support identified children, young people and families to access learning and services within their local community.
 - To use the Strengthening families approach as a framework to support families, babies, children and young people to access services in their community including early learning and schools.

Commitment to Diversity:

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

- Families including those with multiple and complex needs
- Early help and commissioned services
- Voluntary sector
- Schools
- Children's Social Care
- Police

Key Internal Contacts:

- Locality team members including virtual team
- Children Centre Service providers including Community and Voluntary Sector partners and parent facilitators
- Staff and students in the Centre
- Youth Engagement team members

Financial Dimensions:

None

Key Areas for Decision Making:

Providing effective support to families where they have been identified as benefiting from targeted services through the early help team

- Assessment of children and families' needs and associated

- risk and protective factors , using the Strengthening families model
- Development of SMART plans with families to ensure outcomes are achieved within an identified timescale.
 - Prioritising and implementing appropriate evidence based behaviour and parenting strategies for individual children and families, as well as providing group work as required in the locality area
 - Case management with supervision from the Senior Practitioner .
 - Support children and families to access learning and development opportunities in school and in universal services within their community
 - Signpost families to other services and settings within their community
 - Ensure safeguarding procedures are adhered to in all work with families and child protection concerns are escalated where necessary in line Council Policies
 - Services are available to families when and where they are able to access them. This post may be required to work flexibly to ensure services are available outside of core business hours

Other Considerations:

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS check

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

To work with families as their key connection in accessing and engaging with services to address presenting needs, providing the conduit through which the family's decisions are made and carried out.

Key Elements:

- Providing direct and intensive input to families across a range of issues that are adversely affecting the child's appropriate health, development and learning.
- Undertaking whole family assessments, where children are identified as vulnerable and develop appropriate family plans in partnership with parents, children, settings, the multiagency locality team and relevant agencies.
- Holding a weighted caseload consisting of families with multiple and complex issues and families that require less intensive support.
- Using evidence based strategies and support mechanisms to enable the child and family to sustain their own improvement.
- Keeping up to date, accurate electronic case files to monitor the progress of families and evidence the impact of the work and outcomes achieved.
- Ensuring safeguarding is embedded in all practice and provision, liaising closely with appropriate services as outlined in *Working Together 2018* and in line with Croydon's early help practitioner guidance
- Undertaking regular reviews with families to ensure progress is being achieved and plans are effective.
- Effectively chairing team around the family/ review meetings and engaging with partner services to ensure multiagency support.
- Ensuring engagement with

parents, children and the wider family is sustained and utilising engagement strategies effectively.

- Providing evidence based parenting advice, information and support to individual families parents within group work.
- Using evidence based strategies and support services specifically designed for parents of babies/children experiencing developmental difficulties.
- Develop and maintain effective professional relationships with all partner agencies to ensure that parenting and behaviour strategies are implemented and that families are supported to effect change.
- Contribute to the monitoring and evaluation of the locality team KPIs
- Liaising closely with other services to ensure families with complex needs have access to appropriate and timely services
- Being a reflective practitioner, developing one's own understanding, knowledge and skills.
- Working with the locality and wider teams team to develop shared understanding of early intervention and family support and identify best practice.
- Effectively managing caseload data using ICT.
- Contributing to the effective delivery of high quality family engagement services in line with safe practice, with families.
- Actively sharing feedback on team policies and interventions.
- To maintain effective liaison and communication between the relevant team members and with our statutory and voluntary partner agencies on the parenting support work that is taking place.
- Working closely with a range of internal and external agencies

specialist workers, police, YOS, settings/schools and community projects with a view to successful integration into universal services.

- To ensure that the line manager is kept informed of major developments, safeguarding and the problems arising from the workload and to seek advice on these, as necessary.

This will involve:

To provide evidence based provision of parenting-skills, focused family support for families identified as being at risk of having children and young people at risk of poor outcomes.

- Maintaining high quality outcome and solution-focused practice that builds on the strengths of children and families, as well as working with families to address challenges e.g. parenting styles, routines etc. as directed. This work will be underpinned by the Strengthening Families approach
- Contributing to a range of high quality evidence based sessions for parents to be, and parents and carers, ensuring that all families taking part are supported before, throughout and after the sessions to ensure a positive change for families
- Supporting parents to access evidence based parenting programmes including providing practical support and advice in line with the evidence based provision, some of which may take place within the family home.
- Communicate and liaise effectively with colleagues within the Locality and virtual team and with other agencies and organisations, to promote multi-disciplinary partnership working.
- Being aware of and adhering to agreed policies and procedures for Child Protection, Safeguarding and Lone Working.
- Carrying out visits/ contacts with

families in a timely way to ensure engagement of the family.

- Case holding for a number of families which will include:
 - Undertaking (or building on) the initial family assessment undertaken and identifying the appropriate course of action in relation to the Early Help practitioner Guidance and continuum of need to ensure appropriate support and services are in place for children and families.
 - advice/signposting families to services as part of an evidence based plan
 - building family resilience through empowerment and self-development, using evidenced based approaches and the Strengthening families approach
- To take the multiagency Lead Professional role where appropriate for identified cases and managing a caseload in line with the Early Help and Children's Social Care Practice Standards
- To attend and fully contribute to Case discussion groups, supervision and team meetings, multi-agency and family meetings, and agree a work plan as requested.
- To ensure case recording of all work with children and families is maintained to a high and consistent standard, within timescales identified in the Early help and Social care Practice Standards and relevant policies.
- In undertaking direct work with identified families in their homes and within the community safeguard and promote the positive development of their children and young people using a solution focused approach.

To enable families to identify needs at the earliest possible point to ensure children and young people to progress and thrive by ensuring support individual children and identify family's needs

This will involve:

- Acting as Lead Professional for a number of families, leading Team around the Family meetings, developing the Family Plan and regularly reviewing progress of the family.
- Contributing to Family meetings and assessments as appropriate and delivering support as identified as part of the Family Plan, including where children are on child protection or Child In Need Plans.
- To support community settings in developing their competence, knowledge and understanding of how to support babies, children, young people and families who have complex and multiple needs
- Provide assertive support to community and universal settings to ensure that early intervention is embedded in practice and to access appropriate training and support.
- Participating in group supervision meetings with the team and locality managers to share caseloads and support other colleagues through reflective discussion and challenge.
- Providing accurate and relevant information to inform decision making and joint problem solving.
- Work with families using strength based approach utilising the Strengthening Families approach in daily practice.
- Prioritising and implementing behaviour and parenting support strategies for individual babies, children, young people and families.
- Promoting inclusive practice in all

areas of work.

- Maintaining up to date knowledge of legislation and initiatives involving safeguarding, inclusion, behaviour strategies, and evidence based practice.
- Maintain agreed confidentiality boundaries and appropriate respectful professional relationships.
- Attend and participate in relevant training and personal development opportunities that improve practice.
- Attending and contribute positively to team meetings and reflective practice discussions
- Supporting Customer Focus, Best Value and electronic management of processes.
- Actively sharing feedback on team policies and interventions.

Family Keynotes

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service

Person Specification

Job Title:

Family Key Worker

Training and Qualifications

- Significant experience and qualification in a relevant field which may include Social work, Teaching, Psychology, Psychotherapy, Youth Work, Counselling, Probation, Health professions, Education, Early Years.

Essential knowledge:

- Knowledge and understanding of recent research and evidence based practice in relation to working with families
- Knowledge of evidence based approaches to direct and intensive work with families with babies, children and Young People with multiple and complex needs.
- Knowledge of research and evidence base of factors that affect babies, children, young people and their families who are experiencing difficulties.
- Knowledge of tools and practice in relation to multi-agency team working including the use of multi-agency assessment tools such as the Early Help Assessment.
- Understanding of factors when assessing needs, risk and vulnerability and an understanding safeguarding risks when case needs to be stepped up or down.
- Knowledge of effective strategies and support packages that are evidenced to have improved the outcomes for families.
- Experience of making a significant contribution to the development of new services or ways of working, breaking down barriers where there is resistance and being solution focussed.
- Experience of developing and delivering parenting support and intervention programmes.
- Experience of working in diverse settings.

Essential skills and abilities:

- Be able to work independently and directly with families in a range of environments, including their homes, including outside 'core' working hours.
- Deliver support strategies that will enable the family to take responsibility for their progress and build their resilience and autonomy.
- Undertake effective family assessments, including identifying risks, vulnerabilities and protective factors.
- Plan family interventions based on assessed need and that include other professionals, including schools.
- Ability to deliver parenting programmes and evidence based services that are responsive to the needs of families.
- Ability to interpret advice/statute and to devise practice in the light of these.
- An ability to undertake practical tasks with families, such as cooking, setting family routines, setting boundaries and

modelling positive parenting strategies.

- The ability to work effectively as a member of a multi-agency team, and contribute positively to whole service plans, team development and supervision.
- Ability to be reflective and evaluate learning needs, actively seeking learning opportunities that improve practice and impact on service outcomes.
- Ability to build excellent working relationships and effectively engage parents and families in professional and, where appropriate, sustained relationships.
- Ability to work independently and creatively consulting on complex issues including emerging risks and safeguarding issues.
- Ability to plan and manage a caseload under pressure and apply a prioritisation case management model to work with families.
- Be able to record relevant information succinctly, accurately and in a timely manner.
- Communicate sensitively and clearly to a high standard both orally and in writing for a variety of audiences.
- Be able undertake regular presentations at team meeting and in other settings to share and develop good practice in respect of family engagement and behaviour support.
- Ability to review, monitor and evaluate casework to ensure effective practice and evidenced outcomes.
- To work effectively in partnership with both statutory and voluntary services.
- Able to negotiate effectively with other professionals interdepartmentally and across agency boundaries.
- Able maintain IT systems for effective caseload management and team planning.
- Maintain appropriate confidentiality boundaries.

Essential experience:

- Significant and recent experience in direct with families including engaging families and assessing need leading to delivery of effective support for families
- Significant experience in establishing and maintaining positive professional relationships with individuals with complex and multiple needs
- Facilitating parent programmes and group sessions to support targeted families
- Evidence of substantial experience of direct work with babies, children, young people and parents within variety of settings and communities and from a range of ethnic, religious and cultural backgrounds-including those who may not have previously accessed services
- Able to contribute to the development and delivery of a programme of family support work including group work and community activities.

Special conditions:

- As the early help service aims to provide an accessible seamless service for families, flexible working is required which will involve some evening and weekend work. Ability to travel around the locality.

Family Keyworker