

Job Description

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| JOB TITLE: | Family Support Practitioner |
| GRADE: | Grade I |
| POST NUMBER: | |
| DIRECTORATE: | Children's Services |
| SERVICE: | Early Help and Children & Families Service |
| RESPONSIBLE TO: | Senior Family Support Practitioner or Early Help/Family Support MAST Manager |
| RESPONSIBLE FOR: | n/a |
| | <p>DBS Check required.</p> <p>Enhanced Check with Children's and Adult's Barred list</p> <p>This post is not politically restricted</p> |
| JOB SUMMARY: | <p>To deliver 0 to 19 (25 with SEND) Early Help services through a family hub approach.</p> <p>To identify and assess family need and provide the sustained level of engagement required to safeguard and improve outcomes for children, young people and their families.</p> <p>To build effective and creative relationships with key Family Hubs partners and parents to ensure that children, young people and their families are identified for appropriate level 2 support at the earliest possible stage.</p> <p>To manage a caseload of children and young people from 0 to 19 years, incorporating whole family work underpinned by Restorative approaches. Working systemically to provide a combination of interventions including group and individual programmes.</p> <p>To take on the Lead Professional role by ensuring that cases are co-ordinated for the child, young person and their family and to act as the single point of contact for the range of different professionals involved, so that the transfer of cases between professionals when needed happens seamlessly.</p> <p>To support and challenge agencies and families to bring about lasting positive outcomes, to increase the resilience of the family and decrease any dependencies on public services.</p> |

| ROLE REQUIREMENTS: | |
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| 1. | To work with children, young people and their families from 0 to 19 as part of a team to ensure that comprehensive early help assessments, plans and exit strategies are created, delivering the support relevant to the age ranges and needs of all members of the family. |
| 2. | To undertake screening of Early Help referrals to ensure that there is an appropriate level of response for children, young people and families. |
| 3. | To contribute to the universal offer 0 to 19, working with both internal teams and external agencies to deliver intervention programmes. |
| 4. | To work with colleagues across universal, targeted and specialist services, attend and contribute to project/ team meetings and service plans. |
| 5. | To implement and utilise nationally and internationally validated standards, as agreed by the Management team, to ensure that practice across the team is well grounded. To utilise assessment tools to identify need, track development and outcomes. |
| 6. | To participate in a multi-agency family support process, integrating Restorative Practice. Where appropriate, act as the link worker or lead professional providing information, advice and guidance in the Team Around the Family (TAF) process. to ensuring that appropriate needs-based referrals are made to support the delivery of the agreed intervention plan/EHA. |
| 7. | To ensure that support and services offered are accessible and inclusive to children and young people including those with special education needs or disabilities. Work with Health and other specialists' services to ensure that Primary Service Provider services are available and accessible where needed |
| 8. | To maintain a sound awareness of safeguarding risks and issues associated with children and young people and respond through appropriate interventions. |
| 9. | To support parents and carers to create an environment that promotes development and positive outcomes for children and young people. |

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| 10. | To undertake home visits in line with council and service-specific policies, offering direct work with children and families in different settings including children and young people to appointments. |
| 11. | To actively contribute to the smooth running of the Family Hubs locality base as needed (including being part of rotas for opening and closing of the building, taking general enquiries within the centre as required). |
| 12. | To perform administrative duties required for the role, keeping timely, clear and accurate up to date records, including providing information (verbally or in writing) and reporting on work undertaken through supervision. |
| 13. | To have a good understanding of local need, available resources and to effectively engage partner agencies to ensure families have access to the most appropriate services. |
| 14. | To provide targeted interventions and / or small group support for parents, carers, children and young people identified by school / setting staff or through the early help referral and assessment process. |
| CORPORATE RESPONSIBILITIES | |
| 15. | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach. |
| 16. | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
| 17. | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
| 18. | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role. |
| 19. | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
| PEOPLE | |
| 20. | To manage a caseload of families, developing positive and trusting relationships that are culturally sensitive. Provide one to one and group |

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| | support through maintaining regular contact, negotiating and advocating for and on behalf of children and young people. |
| 21. | To build trusting relationships and support parents/ carers to provide an environment that promotes their involvement in the development and positive outcomes for children and young people. |
| 22. | To build and maintain relationships within the community and with partners to help develop a community response to family support. |
| 23. | To work with groups of children, young people and parents to plan, develop and deliver activities and programmes in the Family Hubs as needed, promoting active participation |
| 24. | To form and maintain appropriate professional boundaries with children, young people and their families |
| 25. | To keep up to date with good practice, current legislation, directorate policy and training. Plays a lead role in disseminating information to the team. |
| 26. | To share individual specialisms with team members and other appropriate support and advice to others within the Early Help service |
| PERFORMANCE | |
| 27. | To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme. |

OTHER CONDITIONS:

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

TOWER HAMLETS PERSON SPECIFICATION
ROLE (GRADE)

| | | Essential (E) or Desirable (D) (if applicable) | Assessed at Application (A), Test (T), Interview (I) |
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| Knowledge (including knowledge-based qualifications) | Understanding and knowledge of the national and local context and operations of Children's Services, with a particular focus on Early Help. | D | A/I |
| | Understanding and knowledge of statutory, policy and regulatory Frameworks and legislations with regard to Children's Services, including early help and safeguarding. | E | A/I |
| | Knowledge of the theory and practice of working with children, young people and their families. | E | A/I |
| | Knowledge and understanding of the Early Help service, including the Service's development. | D | A/I |
| Qualifications & Experience | Professional qualification in child/youth or family related discipline e.g. early years, health, education, Social Work, youth work, probation; youth justice; to a minimum of level 4 and / or a relevant degree. | E | A |
| | Extensive experience working with pre-birth to 19 (SEND 25) vulnerable children, young people and their families in and working with multi-agency partners. | E | A/I |
| | Experience of working effectively with other professionals to safeguard children, young people and their families particularly those who present with risk issues and challenging behaviour such as substance misuse, anti-social behaviour, mental health and criminality. | E | A/I |
| | Experience of undertaking assessments using a range of working tools such as the Early Help Assessment, Education and Health Care plan and any other Early Years Assessments, ASSET+ etc. | E | A/I |
| | First Aid qualification or willingness to undertake training | D | A |
| | Ability to use IT packages including Word & Excel, including creating spreadsheets | | A |
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| Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values. | | | |
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| We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets. | Building relationships: Able to form and maintain appropriate professional relationships and boundaries with children, young people and their families | E | A/I |
| We are OPEN and transparent | Clear verbal and written communication skills: With children, young people, families and professional agencies, to use a Restorative and Whole Family approach to empower children and families | E | A/I |
| We are WILLING to challenge, innovate and be accountable. | Being accountable: For the delivery of own performance; and the delivery of service wide outcomes and outputs. | E | A/I |
| We empower each other to be EXCELLENT and go the extra mile | Having purpose and personal motivation: You aspire for excellence in all areas of your work. | E | A/I |
| We RESPECT all communities, they are the heart of everything we do | Respecting diversity and being inclusive: Commitment to the principles and practice of equality and diversity in employment and service delivery to the community of Tower Hamlets | E | A/I |
| Additional Requirements | A requirement to working evenings and weekends and some public holidays as per a rota to provide a flexible and responsive service | E | A |
| | To comply with the requirement to carry out a DBS check on this role. | E | A |
| | To be willing, and able, to travel around the borough to meet the demands of the role and to work from different sites. | E | A |