



## **FAMILY INTERVENTION CASE WORKER**

### **GRADE H**

**Group: Care, Wellbeing & Learning**  
**Service: Early Help, Children and Families Support**  
**Location: Civic Centre**  
**Line Manager: Assistant Team Manager**  
**Car User Status: Casual**

#### **Job Purpose**

To hold case management responsibility for children and young people in a whole-family approach which uses evidence-based interventions and multi-agency support plans to (a) improve outcomes for families, demonstrated against the FamiliesGateshead performance framework, (b) prevent escalation of needs to Tier 3 and specialist services, and (c) provide a safe step-down pathway for cases no longer requiring supervision at Tier 3.

Working within a multi-disciplinary team, practising and retaining current specialisms, whilst developing skills and experience in other specialist areas.

#### **The key roles of this post will include:**

1. To undertake CAF and other (CSE Measurement Tool/CAADA-DASH RIC/MARAC) assessments in partnership with families and professionals to establish the level of need and risk in family casework. To use the assessment to develop a clear plan of intervention to prevent escalation to social care and specialist or crisis services.
2. To lead, co-ordinate and contribute to multi-agency meetings aimed at effective delivery and review of the CAF support plan in regular Team Around the Family (TAF) meetings. To attend other multi-agency forums in relation to the assessment and support of families, including Strategy, ICPC, MARAC, MAPPA and MSET meetings.
3. To provide high quality advice, support and advocacy services to ensure children and their families meet their potential by safeguarding and promoting their health, physical, emotional and social development by taking a 'whole family' approach consistent with the FamiliesGateshead (Troubled Families) model. To identify and manage risk in accordance with agreed child protection procedures.



4. To lead, co-facilitate and evaluate group parenting programmes and/or evidence-based parenting interventions in a range of community and domestic settings with carers of all ages and abilities.
5. To work as part of a duty system and respond to new information from police, social care and other frontline services where there is new or increasing evidence of need or risk in cases open to the service.
6. To provide information on the progress achieved with families as part of the national Troubled Families programme, including records which support the Payment by Results (PBR) process and national evaluation activities.
7. To participate in and contribute to Ofsted inspections of LA services where relevant.
8. To maintain appropriate records on the social care database and adhere to national and LA guidance on confidentiality and information-sharing.
9. To maintain high professional standards and a commitment to developing knowledge of local, regional and national provision for families, along with knowledge of new legislation, research and good practice in the family support sector.
10. To work within a flexible framework which will include evening, early morning and weekend working where appropriate.
11. Such other responsibilities allocated which are appropriate to the grade of the post.



## Knowledge & Qualifications

### Essential:

#### Knowledge

- Child Development
- Children's Act 1989
- Child Protection policies/procedures
- Issues that affect vulnerable children and their families.

#### Plus:

- Importance of maintaining professional boundaries.
- Equal opportunities, anti-oppressive practice and the impact of discrimination.

#### Experience

- Two years' experience of working with children and families at risk or in need, managing cases or offering direct interventions.
- Working in partnership with a wide range of professionals.
- Developing support plans based on comprehensive assessments of need and risk.
- Good communication skills, both written and verbal, including report-writing and presentation skills.
- Prioritising and organising workload, adhering to service timescales and providing a timely, responsive service to families.
- Working on own initiative and adherence to safe lone working practices.
- Using Microsoft Office & Outlook packages.

### Desirable:

#### Knowledge

- Parenting Programmes.
- Carefirst, Civica & Total View System.
- CAF and TAF processes.
- Troubled Families agenda.
- Childcare and education systems.
- Housing and benefits systems.

#### Experience

- Using Carefirst System.
- Delivering Parenting Programmes.
- Facilitating groups and leading multi-agency meetings.



- Use of assessment tools with families.

#### Qualifications

- Two years post-qualifying experience in a related field or discipline, including youth work, advice and guidance, youth justice, housing, social work, probation, community development, etc.



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences