

**Job Description**

**Job Title: Early Help Worker**

**Salary Grade:** Grade 5

**SCP:** 25 - 28

**Job Family:** People Care

**Job Profile:** PC 3

**Directorate:** Early Help

**Job Ref No:**

**Work Environment:** Office, agile and outreach

**Reports to:** Early Help Service Team Manager

**Number of Reports:** None

**Purpose:**

To work directly with children, young people and families in the home and in community settings to deliver early help support and interventions.

To improve outcomes for vulnerable children, young people and their families specifically in relation to the Company’s Key Performance Indicators and Troubled Families targets.

**Key Responsibilities**

**Early Help Family Support**

* Carry a case-load of children, young people and their families and co-ordinate a team around that family as Early Help Co-ordinator. These cases will be of significant complexity and the majority will “step down” from CIN or CP for a period of at least 12 weeks of early help support. Some cases will be cases stepped up from the universal services where little or no progress is being made or where issues have become more complex and a fresh, more intensive approach is needed.
* Undertake outreach work, providing support for families and children in need, including home visiting, coordinating work as part of the team around the child.
* Use the operating system and early help processes to assess, plan and review early help activity with each case.
* Monitor the progress of all plans, review progress and adjust plans as needed; ensure all information is available for Troubled Families returns and claims. Increase the number of Troubled Families claims due to ‘significant and sustained progress.’
* Liaise with colleagues in the Early Help Advice and Allocations Team when considering “step up” processes and when considering “stepping down” to the universal services.
* Deliver evidence-based child development programmes.
* Deliver evidence-based parenting support programmes.
* Deliver learning and behaviour support.
* Deliver health interventions, such as smoking cessation and C Card, where appropriate.
* Work with young people to avoid them becoming NEET.
* Work with colleagues in the Youth Justice Service to prevent young people re-offending.
* Share with any day-care setting, school or training provider your knowledge and understanding of the developmental stages of the children and young people you support.
* Provide and implement appropriate induction for families into health, family support, social care and education opportunities; sign-post families to support available through the universal services.

**Safeguarding and Child Protection**

* Maintain close links with a child/family’s former social worker when working a case that has been stepped down to ensure safe transition to early help and then to the universal services.
* Ensure accurate, timely recordings on the child’s individual file, analysing and reflecting on the child’s progress.
* Maintain a chronology of all significant events for children and young people on plans.
* Follow Child Protection Procedures and liaise with the team around the child / care groups.
* Develop professional, honest relationships with parents and children.
* Contribute to the targets to reduce the number of children looked after, children on child protection plans and children on child in need plans.

**Training**

* Be part of the team delivering multi-agency training about early help, the threshold, neglect and other aspects of support for children, young people and families.
* Be a source of advice to colleagues and partners about early help, their roles and responsibilities and support them to deliver effective early help in line with those agreed responsibilities.

**Company Contribution**

* Support the Company and its partners during any relevant inspection, including Ofsted inspections, providing such performance data, documents and analyses as are requested. You will contribute to the Self-Assessment and other preparatory activities in respect of Early Help.
* Promote the work of the Early Help Service among partners, celebrating success and encouraging improvements in service provision at all levels.
* Attend such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer.

**Person Specification**

**Job Title:** Early Help Worker

**Role Profile reference:** PC3

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| **Essential Requirements**  |
| **Qualifications:*** Level 3 or higher qualification in an appropriate discipline.
* Level 2 English (Grade C GCSE or equivalent)
* Level 2 mathematics (Grade C GCSE or equivalent)
* At least one accredited parenting, counselling, play therapy, mental health, domestic abuse or other relevant family intervention training qualification
* Must have access to transport and be able to work in the community
 | Application Form/Interview |
| **Significant experience of:*** Working with children, young people and their families
* Working in a challenging and pressured environment
* Multi-agency, inter-disciplinary working
* Co-ordinating family support meetings (or equivalent, such as Teams Around the Family)
 | Application Form / Interview |
| **Knowledge and understanding of :**:* The problems faced by children, young people and their families nationally, regionally and locally
* The legal framework pertaining to safeguarding and child protection
* The Troubled Families programme
* SEND Code of Practice
 | Application Form / Interview |
| **Ability to:*** Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding
* Engage in meaningful professional relationships with children, young people and their families
* Communicate effectively with a range of audiences and in a variety of formats (verbal and written)
* Make observations during planned work with children, young people and their families and to keep accurate recordings of these
* Assess, plan, review and measure progress towards agreed outcomes for children, young people and their families
* Work flexibly and on own initiative
* Make decisions and problem-solve
* Recognise and respond appropriately to risk
* Respond professionally to high levels of challenge
* Offer support and guidance to team members when required
* Prioritise or reprioritise workload, meet stringent deadlines and targets and work to national standards
 | Application Form / Interview |

**Author**: Karen Davison

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