

**Job Description & Person Specification**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Title** | Key Worker | | | | |
| **JE Reference** | W1010 | **Grade** | E | **SCP Range** | 24-26 |

**Reporting line:**

Prevention Lead Officer

Key Worker

**Job Purpose:**

To support the Prevention Lead Officer to deliver high performing, cost effective services, to children, young people and their families in accordance with Safeguarding and early help TAF procedures. The overall purpose of this role is to:

* To provide whole-family early help interventions and support, to children, young people and their parents/carers which will prevent their needs escalating;
* To be the lead practitioner, providing an evidence based assessment and coordinating support plans alongside partner agencies and specialist services, to effect and sustain positive changes for families;
* To empower young people and their families, to positively contribute to their everyday life and sustain positive change.

**Relationships:**

**Accountable to:** Prevention Lead Officer

**Accountable for:** N/A

**General Contacts:** Regular contact with Redcar and Cleveland Borough Council colleagues, a broad range of partners and stakeholders from both the Statutory and Voluntary and Community Sectors, Elected Members, Children, Young People and their Families.

**Key duties and responsibilities:**

1. To provide targeted, planned support to children, young people and their families, on issues such as (but not limited to):
   * Social and emotional wellbeing
   * Learning and development
   * Disruptive/challenging behaviour
   * Family and peer relationships
   * Child development
   * Safe and positive parenting
   * School readiness, transitions and attendance
   * Health and wellbeing
   * Economic wellbeing
   * Social exclusion and isolation
   * Domestic abuse
   * Anti-social behaviour, starting to offend, or at risk of offending
   * Risky behaviour choices, including drugs, smoking, alcohol and unsafe or inappropriate sexual activity
2. To actively promote and maintain positive working relationships with children, young people and their families; as well as a wide range of partner agencies.
3. To take the lead practitioner role and convene and chair Team Around the Family (TAF) meetings, where appropriate.
4. To undertake home visits to assess the needs of the whole family and identify outcomes in line with the Troubled Families Outcomes Plan, ensuring the voice of the children and young people within the family is integral to the early help assessment process.
5. To identify appropriate interventions and packages of support from internal providers and partner organisations to meet the needs of the whole family, through the TAF approach.
6. To develop realistic and achievable action plans and to measure the progress made by the family by undertaking regular reviews of the plan through TAF meetings.
7. Support the Prevention Lead Officer to deliver training sessions/workshops for partner agencies as required.

1. To work to the evidence based ‘Signs of Safety’ practice model and deliver practical, hands-on support, working with and providing encouragement for the whole family to support them to achieve positive outcomes.
2. To provide a mentoring role to other members of the LA Early Help workforce as required, to support the improvement in the quality of assessments, analysis and planning across the teams.
3. To be responsible for maintaining accurate and up to date records of interventions on the EHM case management system and other appropriate systems as required.
4. To work with young people who are not currently in education, employment or training (NEET) to promote engagement into post 16 activities and support their readiness and decision making in making applications for education, employment or training; seeking advice from careers advisor colleagues to put appropriate action plans in place.
5. To undertake Missing Interviews for children and young people on their caseload as required.
6. To advocate on behalf of families to broker packages of support with agencies whilst ensuring that the family is actively listened to and taken into account in decision making.
7. To be part of the transition support team for children and young people involved with Social Care, including attendance at relevant meetings e.g. step-up/down meetings, core groups and child protection conferences where necessary.
8. To be responsible for assessing risk and following current safeguarding procedures.

**General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** January 2019 **Author:** Nicola Hall

|  |  |
| --- | --- |
| **POST TITLE** | **GRADE** |
| Key Worker | E |

|  |
| --- |
| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **NECESSARY REQUIREMENTS** | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Knowledge and commitment to the early help agenda and government policy in relation to the children’s centre core purpose. * Experience of working directly with children/young people and families * Experience of developing positive relationships with colleagues and partners * Experience of undertaking assessments with families | * Experience of offering careers information, advice and guidance | A,I |
| **SKILLS AND ABILITIES** | * Good communication and interpersonal skills * Ability to advocate on behalf of families * A high level of self-motivation and enthusiasm * Good problem solving and negotiation skills * Ability to articulate using language that is appropriate to the audience * Ability to work independently and use own initiative * An ability to directly engage with children and young people * Good organisational and prioritising skills * Competent IT skills | * Multi-agency working | A,I |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Good level of general education * Level 3 qualification in a subject relevant to working with children and families, or willingness to work towards within a specific time frame * Sound knowledge of the Council’s Safeguarding policies and procedures * Good knowledge of the issues affecting families in Redcar and Cleveland * Good knowledge and understanding of ethical and practice boundaries when working with families * Knowledge of health and safety policies and procedures | * Level 4 or above qualification or equivalent in Early Years or Health and Social Care or Youth and Community Studies. IAG or other relevant qualifications | A,I,C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including a requirement to work weekends and evenings at any location across the Borough as required * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement * Full driving licence and access to own vehicle | * Evidence of own continuous personal and professional development * First Aid Qualification * Current Child Protection Training | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I,C |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE