

London Borough of Bexley

Job Reference:

Job Description

Management Grouping: Children's Services

Department: Children's Social Care - Staying Together Team

Job Title: Family Practitioner

Main purpose of the job:

- To work in an integrated and partnership-focused way with families and other agencies through delivery of a defined practice model in order that families increase their capacity to function in the community without Children Social Care involvement.
- To deliver an intensive, targeted, high quality whole-family service for Bexley families who are identified as at risk of family breakdown and to support young people/children returning to their family network.
- To directly engage with, support and challenge families as well as providing advice and co-ordination of support from other services and partner agencies. The role requires a dedicated worker who works alongside families and the allocated Social Worker providing short term intensive intervention and advice. Families engaged within the service will range from high complex need and reunification work.
- Through the process of completing a best hopes and intervention plan, the Staying Together Practitioner will help families to make their own decisions about the changes they need to make, work with families to develop a SMART plan and then support the implementation of this plan. By working in a child centred and holistic way staff will ensure improved outcomes and children will remain within their families.

Major Duties and Responsibilities:

- To work alongside families in a challenging and supportive way to prevent relationship/family breakdown and to support young people/children returning to their family network using a solution focused model and mediation, undertaking specialist work around sexualised behaviour by young people and parental conflict.
- Undertake Reunification work with family and young person to ensure safe return back home and formulate SMART reunification plan.
- To offer families who are at crisis point timely intensive support to prevent further escalation and where there is a high risk of a young person(s) coming into care to stabilise the situation so young people can stay within their family network.

- To be creative in encouraging positive engagement particularly with those that can be hard to reach. Develop collaboratively with young people/families an intervention plan which reflects their best hopes and jointly review the progress of the plan.
- To support families/young people to identify their network of support and support the allocated Social Worker to hold Family Network Meetings.
- To plan and deliver sessions with the family/young people in a variety of settings to achieve their best hopes and to support positive change. When necessary offer out of hours sessions to support working parents or those childcare difficulties.
- To identify and support young people and families to access and engage with services and to work alongside such services to address their presenting need. Ensure there is wraparound support before ending Staying Together involvement to reduce the likelihood of a re-referral into Children Social Care.
- To communicate effectively verbally and in writing. To produce timely and accurate case records of work undertaken to enable the allocated Social Worker to be kept abreast of the progress of work with the family and promote effective planning. When required provide a written factual report of work undertaken with families/young people which could include reports to be used for legal purposes.
- To follow up any Child Protection concerns, ensuring that swift discussion takes place with line manager when concerns arise.
- To support colleagues in other teams to complete welfare checks and to de-escalate crisis situations with families/young people known and unknown to Staying Together. This may involve on occasions working out of hours and at weekends and bank holidays.
- To be responsible for group-based intervention for young people/families to promote a happier, safer and calmer home environment and to sustain positive change.

Job Activities:

To be responsible for ensuring work with young people/families respects and values culture and works inclusively with regards to the variety of family structures and relationships in a non-discriminatory way.

To work alongside families in a challenging and supportive way in order that positive change can come about and be sustained to prevent family breakdown, young people coming into care and reduce the likelihood of Children Social Care remaining involved.

To develop a short-term intervention plan, review the plan and deliver direct work sessions and/or group work to support the family/young person in achieving their best hopes and sustain positive change. To identify and support young people/families to access and engage with services to meet their presenting need.

To be responsible for individual work on cases as allocated by the Line Manager. Using IT maintain time case recordings that evidences the progress being made to achieve the intervention plan, communication and meetings attended.

To keep up to date on research, policy and practice developments; to undertake training and constructively take part in meetings, case/group/personal supervision and other events to assist with the effective development of the team, post and post holder.

To attend and participate in Child Protection Conferences, Core Group Meetings, Strategy Discussions, Professionals Meetings and Child In Need Meetings using the SOS model.

To maintain appropriate professional boundaries with families and young people to ensure service delivery is effective and to a high standard. Maintain a high standard of practice reflecting a child centred based approach to working with families.

To contribute to the development of a positive workplace culture that promotes mutual respect and good professional behaviour.

To ensure that the Council's Health and Safety procedures are adhered to in particular lone working guidance.

To work flexible hours in order to meet the needs of young people and families.

To undertake other non-recurring duties commensurate to the grade of the post.

Good ability to use standard Microsoft Office packages such as word, excel, powerpoint or any other email system.		
English Language Requirements for Public Sector Workers:		
• Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.	E	I
• Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.	E	I
• Ability to listen to customers and understand their needs.		I
• Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E	I
 In addition;		
- Have previous work experience within the caring services;	D	A/I
- Some knowledge of children and families issues;	D	A/I
- An understanding of the principles of the 1989 Children Act;	D	A/I
- An interest in furthering knowledge and skills in this area of work.	D	A/I
 <u>Additional Requirements</u>		
- The ability to travel around the Borough and neighbouring counties;	E	A/I
- Be willing and able to work outside normal hours as required;	E	A/I
- Have a record of reliability and punctuality.	E	A/I
- Enhanced DBS Check	E	A/I

KEY:

I = Interview

A = Application Form

DBS = DBS

Applicants will be assessed against these criteria and the following high performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>

Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p> <p>I empower staff to make decisions and changes to improve value for money, customer service and productivity</p>
Open and Accessible	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision</p>
	<p>level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
Impact	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>