

Job Description

Management Grouping:	Children Services
Department/Section:	Family Wellbeing Service (Early Help and Prevention)
Job Title:	Family Keyworker
Reports to:	Team Manager, Family Wellbeing Service

Responsible for:

The post holder will deliver an intensive, targeted, high quality whole-family service for Bexley families who are identified as having children and young people who are at risk of poor outcomes and/or at risk of escalating to high need statutory services.

This specialist role forms part of the Family Wellbeing Service. The post holder will need to be experienced in supporting families displaying challenging behaviour to bring about positive change for them and have experience of multi-agency working to support families. This generic role requires the post holder to have transferable skills and to work flexibly across a range of specialisms e.g. parental domestic violence, parental mental health, parental substance mis-use and children at risk of school exclusion. The role requires a dedicated and specialist worker who works alongside families providing both practical support and advice. Families engaged within the service will range from high complex need through to low need.

Through the process of completing a comprehensive assessment of need, the worker will help families to make their own decisions about the changes they need to make, work with families to develop a SMART family support plan and then support the implementation of this plan. By working in a family centred and holistic way staff will ensure improved outcomes and life chances for children and families of London Borough of Bexley (LBB).

The post holder will be required to deliver input and training in specific areas of specialist work to colleagues and other professionals in support of the objectives of the service.

No direct supervisory responsibility however, there may be requirement to assist in induction and training of peers and new employees.

Functional links with:

The role will include working in partnership with managers and other staff across children's services provided by LBB and partners as well as with client families.

The Specialist Family Support Key Worker will be expected to develop positive multi-agency working relationships across a range of agencies including Housing, Police, Children Services, Education Services, partner services and communities to strengthen the capacity to deliver effective and efficient services to Bexley families.

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 the need for intensive support.
- ☐ Manage a caseload of families with multiple and complex needs and where specialist support is required.
- ☐ To engage and sustain families onto the programme, equipping them with the skills to enable them to achieve improved outcomes and therefore prevent escalation of their issues

- Provide specialist training as part of the Family Wellbeing service to colleagues and partner agencies in order to achieve the outcomes of the service.

Major Duties and Responsibilities:

- To demonstrate understanding of the Council's Early Help and Prevention Strategy and Customer Services Strategy and ensure that these standards are met in order to deliver the Council vision of no children having to wait and 'putting our customers first'.
- To contribute to the delivery of a service for families who are identified as having children and young people who are at risk of poor outcomes and/or at risk of escalating to high need statutory services.
- Deliver one to one and group-based interventions to children and families, in accordance with the strengths, risk and needs of all family members and model the assertive, authoritative and challenging approach with families.
- To provide specialist advice and guidance with regard to a range of issues for example parental domestic violence, parental mental health, parental substance mis-use and children at risk of school exclusion to partnership colleagues to enhance their working practices and support appropriate action planning for families within the Family Wellbeing Service.
- Act as a broker to access appropriate and specialist resources to support the needs of the family members.
- To support families to improve outcomes for children, young people themselves and the communities in which they live and enable sustained positive change.
- To work with families as their key connection in accessing and engaging with services to address presenting need, providing the conduit through which the family's decisions are made and enacted.
- To work in an integrated and partnership-focused way with families and other agencies to undertake a whole-family assessment, produce and deliver against an integrated, tailored SMART family support plan to address identified needs and reduce the risk of poor outcomes for children and their families, whilst ensuring that those assessments and plans fully reflect the family and children's views and aspirations and enable sustained positive change.
- To provide specific, practical, personal and emotional support to families in their homes or other settings as part of the agreed plan.
- To work closely and creatively with the local community and partner agencies to establish and maintain an effective service for children, their parents and carers, in line with the stated objectives of the service.
- Lawfully share information and work with families and colleagues to ensure effective planning and delivery of services to families following agreed Team systems.
- To ensure families are enabled and supported to bring about positive sustained change through whole-family, integrated support in order to improve outcomes for children.
- To follow statutory Child Protection procedures, ensuring that swift discussion takes place with line manager when child protection or other public protection concerns arise.
- The post will be supervised by the line manager and sits within Children's Social Care in Bexley via the Family Wellbeing Service.
- Participate actively in regular supervision to review work and ensure effective interventions for families. As part of this, take part in regular professional development sessions designed to ensure that the principles of effective practice are fully embedded in service delivery.
- To complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- To communicate effectively verbally and in writing, including the ability to produce concise assessments, reports, plans and accurate case records of work undertaken.

Job Activities:

- The post-holder is responsible for ensuring that their work with identified Family Wellbeing clients respects and values culture, and works inclusively, with regards to the variety of family structures and relationships, in a non-discriminatory way. The Specialist Family Support key Worker will:
- Deliver evidence based defined practice models and work alongside families in a challenging and supportive way in order that the families increase personal capability and capacity to function in the community without need for intensive support, and in order to prevent the children of those families experiencing poor outcomes or the need for higher level statutory services.
- Offer support, deliver interventions, provide guidance and support to families.
- Contribute to programme performance reports through timely and accurate recording.
- Ensure assessment processes, support planning and implementation are evidenced based, effective, conducted within operational timescales, and responsive to the changing needs of all family members
- Maximise and support the involvement of children, young people and their parents and carers in respect of decisions that affect the family in order to support the family to increase and sustain their capacity to self-govern and access appropriate community supports in order to avoid their children from becoming subject to statutory Children's Social Care thresholds or other high level statutory services.
- Provide guidance and support to parents and carers of children and young people where difficulties are being experienced. The support will include both short-term intervention and time-limited packages of specialist intensive support, dependent upon the assessed level and complexity of need.
- To be responsible for individual work on cases and group based interventions as allocated by the Line Manager.
- Maintain timely case records that evidences the progress achieved with the family support plan, contacts and meetings, using local IT packages.
- Attend and participate in meetings as appropriate, including CSC meetings, Child Protection Case Conferences and other relevant meetings.
- Ensure that all services are delivered so as to give due regard and commitment to safeguarding and promoting the welfare of children and young people and vulnerable adults engaged with the service. The post holder will undertake child protection and safeguarding training at a level commensurate with the role.
- Work closely and creatively with local neighbourhoods, communities, colleagues within the Council and with partner agencies in order to establish and maintain an effective service for children and their parents/carers, in line with the stated objectives of the Family Wellbeing Service.
- Maintain appropriate professional boundaries with families and young people to ensure service delivery is effective and to a high standard. They will maintain a high standard of practice reflecting a child centred value based approach to working with children and their families.
- Be subject to and involved in the London Borough of Bexley Professional Development process, which will set out specific objectives in order to demonstrate what the post-holder will achieve in any given year.
- The post holder will commit to keeping up to date on research, policy and practice developments; to undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Contribute to the development of a positive workplace culture that promotes mutual respect and good professional behaviour.

- Ensure that the Council's Health and Safety procedures are adhered to, in particular lone working guidance
- Undertake other non-recurring duties commensurate to the grade of the post.

Person Specification

Management Grouping: Children's Services

Department/Section: Family Wellbeing Service (Early Help and Prevention)

Job Title: Family Keyworker

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (A/I/T)*
<p>(a) <u>Education and Formal Training</u></p> <p>Significant experience in a relevant field (which may include): Social Work, Teaching, Psychology, Psychotherapy, Youth Work, Counselling, Probation, Health Professions, Education, Early Years.</p>	E	I
<p>(b) <u>Experience and Knowledge</u></p> <p>A minimum of 2 years' experience of working with families, children and young people in need and/or child protection.</p> <p>Experience of working within a multicultural community and setting.</p> <p>Knowledge and understanding of current issues in family policy and practice.</p> <p>Knowledge and understanding of legislation as it affects children, young people and their families, including: Children Act 1989, Children's Act 2014, Crime and Disorder Act 1998 and relevant education legislation.</p> <p>Experience of applying evidence based approaches and theoretical frameworks in undertaking assessments and developing interventions for children and families.</p> <p>Evidence of providing practical advice and support to families to enable them to achieve positive and sustainable change and improving outcomes.</p> <p>Awareness of equality issues in relation to disadvantaged groups and an ability to apply strategies which promote equal access to services and opportunity.</p> <p>Experience of managing risk, safeguarding and child protection, within the context of integrated multi-agency working.</p>	E	A/I
<p>(c) <u>Skills and Abilities</u></p> <p>Ability to work effectively within a multi-disciplinary setting.</p> <p>Ability to establish and maintain good practice in services to children and their families – able to demonstrate a track record of building and sustaining positive professional relationship with individuals and families with multiple needs.</p> <p>Ability to work independently and as part of a team and to use supervision appropriately.</p> <p>Good communication skills, both written and verbal.</p>	E	A/I

<p>Good ability to use standard Microsoft Office packages such as Word, Excel, PowerPoint, or any other email system, as well as integrating children's database systems.</p> <p>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p> <p><u>English Language Requirements for Public Sector Workers:</u></p> <ul style="list-style-type: none"> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. 		
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***Selection Method key:**

I = Interview

A = Application Form

AT = Ability Test

Applicants will be assessed against these criteria and 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 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>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision 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>