

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	7PCS	<b>Role Title</b>	Family Group Conference Co-ordinator
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	Family Group Conference Team Manager
		<b>Directorate / School</b>	Children, Families & Lifelong Learning
<b>JE Band</b>	228-268	<b>Service / Department</b>	Quality & Performance
		<b>Date Role Profile was created</b>	13th October 2017

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	To support the delivery of Family Group Conferences within the team, raising the profile of this process both internally and with our partner organisations. To work with children and their networks to create strong family plans.
<b>Work Context</b>	The post holder will work across Surrey County Council to bring together family networks to hold Family Group Conferences with the aim of supporting them to develop their own solutions in circumstances where there is a need for support or safeguarding concerns. Working restoratively to develop effective working relationships to deliver co-ordinated support to Children, Young people and their Families keeping the child's voice at the centre.
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> <li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>• Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</li> </ul> <p>Case Management</p> <ul style="list-style-type: none"> <li>• Monitor, manage and deliver care plans in specified service area.</li> <li>• Undertake case related reports and maintain records in accordance with procedural and legislative requirements.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff.</li> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Make recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to plan, manage and prioritise a caseload and seek guidance where necessary.</li> <li>• Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal supervision.</li> <li>• Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff.</li> <li>• Experience of working with the user group and of staff supervision where appropriate.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>•Are qualified and experienced in working with children and families with a Level 3 qualification either in mediation, education or social care</li> <li>•Are confident in facilitating and chairing meetings and managing conflict</li> <li>•Have a clear understanding and experience of Family Group Conferencing, application of legislation and key associated principles</li> <li>•Are confident in working within a multi-agency environment, delivering and willing to improve upon effective direct work interventions with families</li> <li>•Have experience and ability to build positive relationships with children and young people quickly by understanding their lived experiences in order to advocate on their behalf</li> <li>•Strive to share learning and collaborate with practitioners and multi-agency partners to achieve positive outcomes for children and their families.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>

