

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Family Intervention Worker
Grade	PS7	Reports to (role title)	Senior Family Intervention Worker
		Directorate / School	Children, Families and Lifelong Learning
JE Band	228-268	Service / Department	Intensive Family Support Service
		Date Role Profile was created	11/12/2023

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.

Role Purpose including key outputs	<p>Family Intervention Workers take a lead role in providing and coordinating intensive early help support to families in Surrey. The role exists to effectively engage children and family members, considering the whole family and significant environmental factors, to enable the families to achieve their goals and to demonstrate positive outcomes.</p> <p>To support whole families through a strengths-based and trauma-informed approach, utilising motivational interviewing skills.</p> <p>To coordinate key support services and professionals with families, to form an engaged, active and effective Team Around the Family with clearly defined roles and expectations as per the family plan.</p> <p>Ensure casework is adequately recorded as per the team policy and procedures, including timely and accurate case notes, assessments and reports.</p> <p>Be the lead worker for a full caseload of families, maintaining positive contact and effectively managing the balance of providing hands-on support and coordinating relevant partners, as per a shared family plan.</p> <p>Ensure that families are not 'passed around' different services and that support and relationships are consistent and meaningful.</p> <p>Provide a range of support including one to one meetings, visiting children in schools, families in their homes, and delivering group-work.</p> <p>Be an active team member and support colleagues in their work, also to work on own safely as per local health and safety procedures.</p> <p>Follow safeguarding procedures and to actively engage in supervision and wider opportunities for reflective practice.</p>
Work Context	<p>The team will be based alongside children's social care teams to foster positive working relationships and shared learning and support. However, staff will need to work in family homes, schools, and wider spaces that are meaningful for the family, they will also need to utilise a range of digital tools. The general working pattern for the team is usual office hours, however, staff should be prepared to safely work in the early mornings or evenings on occasions when it is beneficial for a family, for example to support with a plan for morning or evening routines.</p> <p>The team will actively engage with local partnerships that will benefit families, ensuring that families never feel 'passed around' a system and that support it seamless, relational and consistent as per the Family First principles.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • 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. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • 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. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • 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. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Family Intervention Workers will need to have a broad range of knowledge and experience that is relevant to supporting families with multiple and complex needs. The Supporting Families Outcomes Framework includes ten outcome domains and Family Intervention Workers will have significant knowledge and experience in one or more of these with a working knowledge of the others. These roles require staff who are astute and self-aware; able to engage effectively with families and being innovative, whilst balancing the need to work safely, maintain excellent boundaries and to maintain resilience and wider team and administration responsibilities. This role requires an enhanced DBS and the post holder must have a valid UK driving licence with access to a vehicle.</p>
Role Summary	<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>
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