

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Locality Early Help Advisor
Grade	PS7	Reports to (role title)	Team Manager, Family Centre Advisory
		Directorate / School	Children, Families, learning & Communities
JE Band	228-268	Service / Department	Family Resilience- Early Help Partnerships
		Date Role Profile was created	29/06/2022

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>Provide a direct interface between the Council and schools in a locality to support schools in providing early help to children up to the age of 18 in order to avoid escalation to statutory services.</p> <p>Advise schools and coordinate the most appropriate support needed for the child and family to ensure they receive the right support at the right time from appropriate resources provided by Surrey County Council, partners and the voluntary and community sector.</p> <p>Identify opportunities, risks and escalate issues where appropriate, to ensure that positive outcomes for the child and family are achieved within agreed timescales.</p> <p>Work effectively with multi agency partners to ensure that there is a robust plan that will support the achievement of the best outcomes for school-age children with early help needs.</p> <p>Support and train staff in schools to conduct early help assessments and formulate good quality plans to support and meet children and families' needs.</p> <p>Delivery of the early help assessment training to a wide range of partner agencies.</p> <p>Maintain and support the development of systems and processes to facilitate the recording and monitoring of service delivery.</p>
Work Context	<p>Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate.</p> <p>Locality Early Help Advisors work in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.</p> <p>They liaise, communicate and build relationships with with internal teams, inclusion officers, education safeguarding advisors and external partnership including housing and voluntary organisations to contribute to family plans and improving children's outcomes.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<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>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Minimum of level 3/4 required as this requires analytical thinking and ability to research. Excellent knowledge of the school sector, as well as a knowledge of voluntary and community services in Surrey and/or how to find out about local services and how to support people to access them.</p> <p>Ability to maintain effective working relationships with partner organisations, with a positive attitude towards collaborative work with peers, colleagues and other professionals.</p> <p>Experience of supporting individuals and / or families on a 1:1 basis and/or group basis.</p> <p>Satisfactory DBS is required.</p> <p>Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.</p>
<p>Role Summary</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>
<p>Reference Number</p>	<p>BM-2022-424</p>