

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Family Help Practitioner
Grade	PS7	Reports to (role title)	Assistant Team Manager
JE Band	228-268	Directorate / School	Children, Families & Lifelong Learning
Date Role Profile was created	May-26	Service / Department	Family Help Service
Agile	Community	<u>DBS Requirement</u>	Enhanced with Children

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	To act as the lead practitioner for children and families within the Family Help service, holding responsibility for assessment, planning and coordination of support through a single, multiagency plan. The role builds strong, consistent relationships with children and families, working collaboratively with partners to deliver strengths-based, trauma-informed interventions that improve outcomes and ensure children experience joined-up, consistent support across Targeted Early Help and Child in Need pathways, with social work oversight and safeguarding support where required. The Family Help Practitioner acts as the primary relationship holder, maintaining meaningful and consistent contact with children and families and balancing direct engagement with coordination responsibilities. They lead holistic assessments and develop, implement and review the single plan, ensuring that all professionals and services work effectively together with clearly defined roles, shared expectations and a focus on achieving sustained change. Through this approach, the role ensures that children and families are not passed between services and instead experience a coherent, relational and responsive system of support. Working predominantly within Targeted Early Help and Child in Need, the role responds to varying levels of need and risk with appropriate professional judgement and oversight. This includes working closely with social workers through management structures and engaging with Multi-Agency Child Protection Teams (MACPT) and Lead Child Protection Practitioners (LCPPs) where safeguarding concerns escalate or child protection enquiries are required. The role contributes to statutory processes as needed, ensuring that risk is effectively identified, escalated and managed, and that decision-making is informed by high-quality analysis and evidence. The Family Help Practitioner delivers a range of direct interventions, including work with children in their homes, schools and communities, as well as group-based support where appropriate. They maintain accurate, timely and analytical recording of their work, ensuring that the child's lived experience is clearly reflected and that all activity supports effective planning and review. As an active member of the team, they work safely and autonomously, contribute to a culture of reflective practice, and engage in supervision and ongoing development to continuously strengthen practice and outcomes for children and families. To act as the lead practitioner for children and families, responsible for assessment, planning and coordination of multi-agency support to achieve sustained positive outcomes. The role ensures consistent relationships, effective partnership working and delivery of the single plan in line with statutory and organisational requirements. Holds lead practitioner responsibility for the child's plan and overall coordination.
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Work Context	The Family Help Practitioner will be based in Family Help Teams. Staff will work in family homes, the community, 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. There maybe occasion when children need to be transported and staff should ensure they have access to a car and relevant insurance. The team will actively engage with local partnerships that will benefit families, ensuring that children never feel 'passed around' a system and that support it seamless, relational and consistent as per the Family First principles.
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	Risk Management • 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. Case Management • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. Planning & Organising • 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. Finance/Resource Management • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. Work with others • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. People Management • 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. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• 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 make 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	Family Help Practitioners will need to have a broad range of knowledge and experience that is relevant to supporting families with multiple and complex needs. These roles require staff who are 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. The post holder must have a valid UK driving licence with access to a vehicle and business insurance.
Role Summary	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.
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