

Role Profile

Part A - Grade & Structure Information

Job Family Code	9SW	Role Title	Family Help Social Worker
Grade	PS9SC	Reports to (role title)	Family Help Team Manager
JE Band	314-370	Directorate / School	Children, Families, & Lifelong Learning
Date Role Profile was created	14.05.2026	Service / Department	Children's Social Care
Agile	Community	DBS Requirement	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 work alongside children and families within the Family Help model, delivering high quality assessment and intervention that is relationship based, strengths focused and aligned with the Families First Programme (FFPP). The Social Worker works in partnership with children, parents and wider family networks to increase family involvement, reduce stigma and support sustained change, enabling children to remain safely within their families wherever possible. Practice focuses on early, purposeful intervention that prevents escalation and reduces the need for statutory involvement. Where escalation is required, the Social Worker undertakes this at pace, with clear professional analysis and strong multi agency collaboration, including with Local Child Protection Practitioners (LCPPs), Child Protection Chairs and partner agencies. The Social Worker may contribute to strategy discussions, Section 47 enquiries and child protection planning as required, ensuring the child's lived experience remains central. The Social Worker completes high quality assessments and delivers follow up intervention that is clearly linked to identified needs, risk and protective factors. Plans are co produced with families, reviewed regularly and focused on achieving meaningful and sustainable outcomes for children. The role holder maintains a strong focus on quality, learning and improvement, using feedback from families, complaints and practice reviews to inform reflective practice and strengthen service delivery. The Social Worker works ethically and respectfully, ensuring children and families experience professional, transparent and compassionate practice, while maintaining appropriate professional boundaries and exercising authoritative, evidence informed judgement when required.
Work Context	The role holder works under the supervision of a Team Manager within Family Help and is accountable for delivering high quality social work practice with children and families. The complexity of work is determined through supervision and reflective discussion, taking account of practitioner experience, confidence and the presenting needs of children and families. The role operates within a developing national reform context, requiring openness to change, reflective learning and adaptability while maintaining safeguarding, service continuity and professional standards.

Line management responsibility if applicable	May provide task supervision or support to non professionally qualified staff where appropriate and following training and assessment of competence.
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on children and families.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Casework Management • Take professional responsibility as directed for managing a caseload which will include individuals, children, families and carers who require support and guidance. Enable them to identify their needs and plan support to meet those needs using the full range of options, seeking advice and support where appropriate. • Demonstrate confident and effective judgement about risk and accountability in decision making. Assessment and Review • Use assessment procedures discerningly in response to the presenting needs and to ensure that a proportionate assessment is completed in a way that enables maximum participation. Advice and Guidance • Provide information, advice and guidance in line with current national legislation and to recognise the need for, and appropriately signpost to other agencies, services or providers. Safeguarding • Understand the forms of harm and their impact on people and be able to identify safeguarding concerns. • Where relevant and with support undertake assessment and planning for safeguarding. Staff Development • Share and present professional knowledge and expertise with colleagues within the team. • When appropriate provide professional reflective supervision to staff who are not professionally qualified. Data Quality • Take professional and personal responsibility for clear recording of analysis and judgements, maintaining up to date case work records on the database as required by Surrey County Council. • Take responsibility for working within the Directorate's data protection policies. 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 and welfare: Responsible for ensuring health & safety policies, procedures and legislation are fully implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Relevant professional qualification and registration where required. • Up to date working knowledge of relevant national and local policy and statutory guidance and legislation in relation to the provision of social care services. • Sound knowledge of social care processes and responsibilities in line with personalisation, self directed support and person centred planning. • An understanding of the principles of confidentiality and information governance and how these apply to social care. • An understanding of diversity and how it affects practice. • Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication. • Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way. • Ability to write assessment documents, letters, emails and reports in a way that is clear and easily understood by anyone reading them. • Ability to co-operate and work well with others, support colleagues both within and outside of the team and contribute to the successful achievement of team goals, sharing information and learning whilst supporting others. • Competent in the use of basic IT skills. • Competent in the use of basic numeracy skills with the ability to understand and explain basic cost information. • Ability and willingness to develop effective professional reflective supervision skills to support less experienced qualified staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Professional social work qualification (CQSW, DipSW or equivalent recognised qualification). Registered or eligible for registration with Social Work England. Experience of undertaking statutory social work with children and families in a UK local authority or comparable setting. Ability to evidence skills in, or commitment to developing, motivational interviewing and relationship based practice. Up to date knowledge of UK child care law, statutory guidance and Working Together.
Role Summary	Roles at this level provide professional social work, occupational therapy and other support to individuals, children, families and carers living in Surrey in line with the requirements of current, relevant, national legislation and local policies and procedures. They engage with individuals, children, families, groups and communities to assess and intervene and using professional judgement employ a range of interventions promoting choice, control and independence.
Reference Number	BM-2026-327