

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Family Support Worker
Grade	PS7	Reports to (role title)	Advanced Social Worker
		Directorate	Children, Families, Learning and Communities
JE Band	228-268	Service	Children's Service
		Team	Assessment, Family Safeguarding, CWD, Fostering
		Date Role Profile was created	01/12/2018

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 Support Workers provide significant support to Qualified Social Work staff in all teams working directly with children, young people and their families to produce improved outcomes.</p> <p>They will undertake complex tasks on cases including contributing to statutory functions such as Assessment, Child Protection Plans and Looked after Children reviews, but will not case hold such work. They will be expected to deliver a range of specific interventions in families such as targeted work to improve parenting, work with partners in the provision of targeted services and lead meetings with families. They will also support the Team's duty function.</p> <p>Within the Children with Disabilities teams, they will provide the support a family or carer needs to enable disabled children or young people to reach their potential and improve their independent living skills. Often this will take the form of working with the child, family or carer but sometimes it may require supporting a social worker in performing statutory tasks to develop Personal Support Plans. Family Support Workers will develop and undertake reviews of care and support packages for children to ensure they are comprehensive and meet the needs of the child.</p>
Work Context	<p>The role holder works under the supervision of the Advanced Social Worker. The complexity of tasks undertaken by the post holder will be determined by level of skill and experience of the worker and children and families presenting needs through discussion in supervision.</p> <p>They work with children and families 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>
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. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</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 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	<p>At least 5 GCSEs or equivalent.</p> <p>Experience of working with children and families.</p> <p>Understanding of relevant legislation affecting working with children, including the Children Act (1989) and the Children and Families Act 2014.</p> <p>Willingness to actively participate in the supervision process and appraisals and undertake any training as directed by the supervisor to develop professional competence.</p> <p>A commitment to working with children to improve the quality of their lives.</p> <p>Willingness and ability to work/travel across and beyond the county (with a full driving licence and use of a car), to meet the demands of the role, to work from different sites.</p> <p>Willingness and ability to work evenings and weekends if required in line with service needs.</p> <p>Satisfactory DBS clearance is required.</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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