



# **Recruiting to the Intensive Family Support Service**

## **Frequently Asked Questions**



**SURREY**  
COUNTY COUNCIL

# Welcome

Thank you for your interest in applying for the Intensive Family Support Service (IFSS). We hope the information in this document will help to further explain some of the wider context for this work, and to help you prepare for your application.

We are holding an online briefing through MS Teams for anyone interested in finding out more on Tuesday 6<sup>th</sup> February 12pm for an hour. Do look out for how to sign up online if helpful but it is not essential.

If you have any questions, please email: [IFSS@surreycc.gov.uk](mailto:IFSS@surreycc.gov.uk).

## Frequently Asked Questions

### What is the Intensive Family Support Service (IFSS)?

The IFSS team provides intensive support for families in Surrey where there are interconnecting needs affecting the whole family. Recruiting to this new team means that *more* families will receive timely support in the hope that identified needs do not escalate, and statutory intervention is avoided where possible.

The team will work to the national [Supporting Families Outcomes Framework](#) and demonstrate impact in these ten areas:

- Getting a good education
- Good early years development
- Improved mental and physical health
- Better managed substance use
- Improved family relationships
- Children safe from abuse and exploitation
- Families diverted from crime
- Safe from domestic abuse
- Secure housing
- Financial stability

The team will work in local communities with partners and help to share and coordinate expertise, working together so that families have consistent relationships with their lead practitioner and are not 'passed around' multiple providers, avoiding having to repeat their stories and experiences.

### What is the team structure?

IFSS is one countywide team and will work as such. However, it is pragmatically arranged into four teams that cover the different areas of the County, working in combined District and Borough geographics. Each of the four teams will have a Team Manager, two Senior Family

Intervention Workers, and six Family Intervention Workers (full time equivalent). There will be countywide business support.

### **Where will I be based?**

When you apply you will have the option to specify which area team you want to work in, and you can select multiple options but do remember that this is a countywide team that will need to work together. The teams will be based initially out of the Surrey County Council locality offices which are in the following places:

- South West Surrey – Office base location in Guildford
- South East Surrey – Office base location in Reigate
- North West – Office base location in Woking
- North East – Office base location in Walton on Thames

Having these sites as a base enables the teams to forge close relationships with colleagues in the Assessment and Family Safeguarding Teams. However, on a day-to-day basis, staff will be out and about, working intensively with families in their communities, in schools and collaborating closely with local partners.

### **What kind of experience do I need?**

As you will see from the Supporting Families Outcomes Framework (above), there are ten priority areas, and we are looking for people to work in these teams from a range of disciplines.

There are many transferable skills, and we would not expect anyone to be a technical expert in all these areas. What is most important is having the ability to work effectively with *whole* families, to produce excellent co-produced family plans through Early Help Assessments and coordinate a partnership with the family through a Team Around the Family.

We are keen to see positive outcomes for families and these are monitored using the Supporting Families Outcomes Framework using the Outcomes Star and Early Help Module (EHM) database. Full training and support will be provided.

### **How does the IFSS team function, in relation to partners?**

The Surrey Safeguarding Children's Partnership (SSCP) has just published the new [Continuum of Support information](#) online. This is a helpful page to read in preparation for your application and describes in detail our approach to supporting families and working together. More will be launched in coming weeks in the updated early help strategy, called **Families First**.

The SSCP online information page also includes a link to [Continuum of Support Indicators](#) and the IFSS teams will be working in the 'Intensive Support – Getting More Help' domain which is shaded in purple.

An overall [Service Map](#) is also provided on the same page, providing an overview of the services in relation to the Continuum of Support, shown here:

## Key Partners Supporting the Early Help System

