

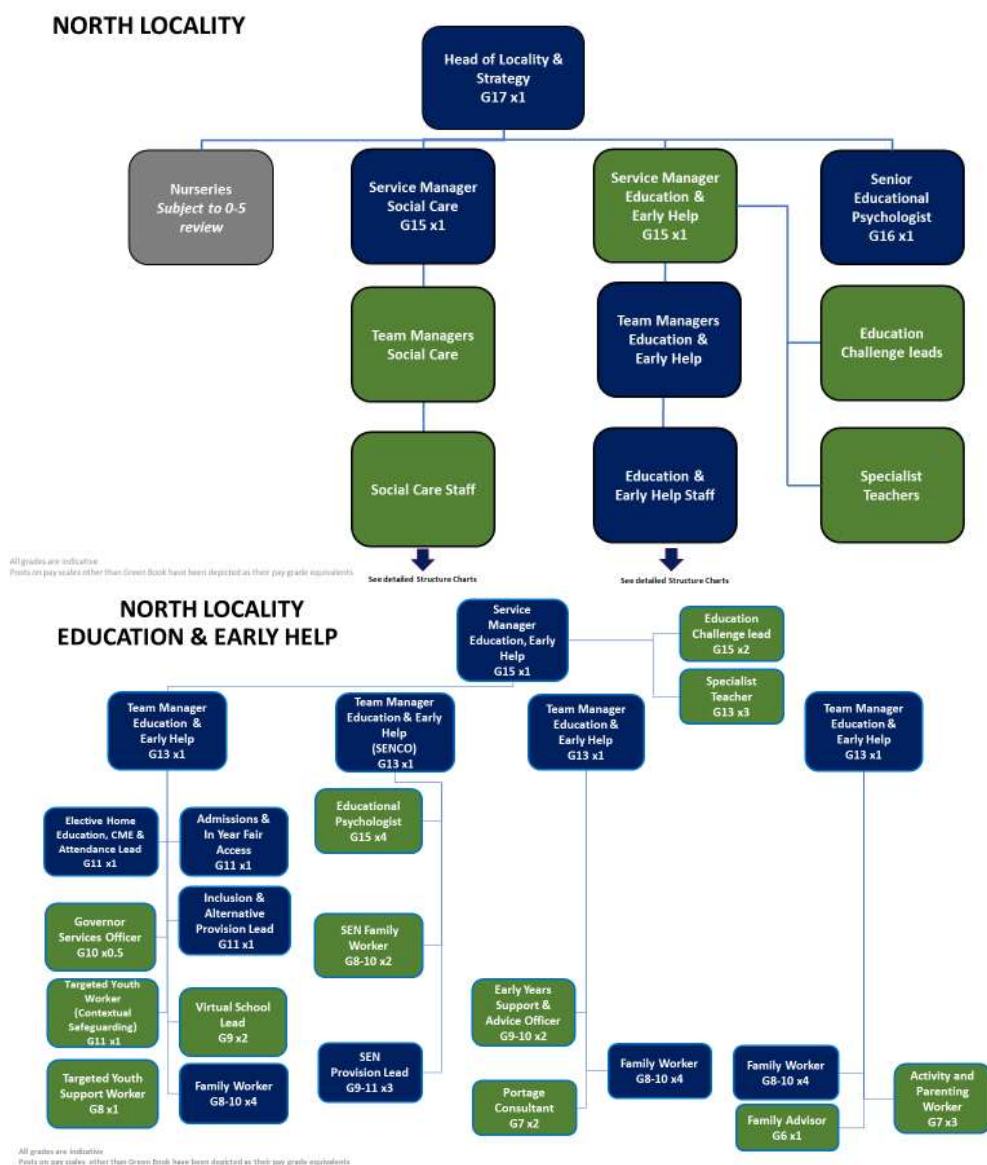
Context Statement

To accompany Job Description and Person Specification

Job title:	Family Advisor
Directorate/service/team:	Children's Services – Locality
Grade:	G6
Location:	Locality based
Reports to:	Team Manager – Education and Early Help

Organisational Structure

An example of a locality arrangement is illustrated below. The types of roles will be the same across all the localities, but the number of specific posts will vary according to the specific needs of each location.



Context of the Work

Family Advisors are an important part of the locality offer, providing a range of information, advice and guidance activities to help colleagues, children and families understand and access the support that is available to them:

The post holder will:

- Keep up to date with local services and sources of support for children, young people and families
- Be the link person between the family information service and the localities
- Use and develop other forms of online communication to publish local services and support
- Share information about local services and support with locality colleagues
- Undertake signposting activities
- Provide information and advice on agreed topics to children, young people and families face to face, online and by telephone
- Undertake outreach with community groups and other services to provide information and advice about sources of support in the community
- Be a digital champion within localities, supporting the development of online engagement mechanisms with children, young people and families
- Provide advice and support to partners on early help processes
- Participate in duty rota systems for reception, telephone and email communication

Localities

- This role will work within one of the localities but will be expected to work in other localities if needs emerge

Required Behaviours

Responsibility: We act with integrity. We are honest and we don't attribute blame when something goes wrong. We are all part of the solution.

We:

- give constructive feedback and seek out feedback on our own performance and behaviours
- deliver what we promise
- are open and transparent
- learn from mistakes
- take ownership
- standby and support difficult decisions

Respect: We are aware of our impact on others. We treat people fairly and have high expectations of ourselves and others, and value differences in approaches and opinions. We instigate and lead through positive behaviour.



We:

- are welcoming and friendly
- adapt our approach to help build good working relationships
- recognise and value the differences between people, placing a positive value on those differences
- manage our reactions professionally and calmly
- keep promises
- demonstrate empathy and recognise alternative perspectives

Recognition: We appreciate and value the contribution of individuals and teams for work well done. We lead by taking time to provide feedback and share lessons learned and achievements to support the organisation's development. We celebrate commitment and success.

We...

- give positive feedback
- acknowledge good behaviour and respectfully challenge poor behaviour
- value every contribution in success
- create a positive team spirit

Collaboration: We work with colleagues, residents and partners to achieve the best possible outcomes. We feel confident to share ideas, we listen and respect other points of view and set this example to each other. We value the power in combining our personal qualities, skills and experience to achieve a shared goal.

We...

- spend time building positive relationships
- are flexible in our attitude and approach
- share information and expertise without being asked to
- invite and support others to try new possibilities
- work through conflict to create conditions for successful working
- work to find the simplest way to do things
- work together, not in competition

Service Information

The purpose of our localities is to improve outcomes for children, young people and their families through the provision of a range of services including:

- Social care services for children – including children in need, those subject to a child protection plan, and children in care
- Early help services for children and their families
- Services, support and challenge to early years settings and schools - school support and improvement services
- Support for children missing out on education, excluded children and children with SEND
- Support for vulnerable learners
- Education, health and care planning processes
- Educational psychology services

Our Mission

Our mission

- Children in Dorset thrive, are happy and are the very best that they can be.
- We inspire and enable children, young people and their families to find solutions that enable them to develop sustainable, safe and secure relationships with each other and within their community.
- We listen and act so that the voices of children and families is at the heart of everything we do.
- We work together to collaboratively shape, support and develop communities

Our vision is that we want to

- Shift our efforts to early help
- Get it right first time
- Work to meet need, rather than manage threshold
- Co-produce services with families

Our values are

- Collaborative – we want to work with citizens and communities, not do things for or to them
- Strength based – we work with people, not problems
- Restorative – we want to stop harm and repair relationships

We want to fundamentally change our model of service delivery to one which has the following design principles

- Children, young people and families will be central to everything we do – their voices will codesign services and drive their plans.
- We will focus on getting it right first time proactively providing early help as needs arise
- Our services will be rooted in communities, be easy to access, and delivered by multi professional teams.
- We will provide good quality, efficient services that reduce bureaucracy for staff and families and reduce 'hand offs' between professionals.
- We will measure our success on how we have made life better for children and young people.
- We will operate one children's services leadership approach based on trust, accountability, and valuing employees. Our skilled and confident workforce will be well trained, supported and enabled to take decisions and operate effectively within a clear accountability structure.
- We will always learn and strive to improve so we can deliver better outcomes for children and young people.
- We will be digital by default and deliver services only where we are required by law, and where we can do this more effectively and more efficiently than anyone else



Travel Requirement

This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the county council) to be available on most working days to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Other Information

This post requires a current DBS clearance.

The post holder will be required to work in a strengths based and restorative way.

The post holder will have the skills to develop strong relationships with others.

The post holder will occasionally be expected to work peripatetically across localities to meet business needs.

Context statement prepared by: Claire Shiels

Designation: Acting Corporate Director

Date: 18/01/2020

