

Job description

Job title: Family Worker

Grade: Level 1 (Dorset Grade 8), Level 2 (Dorset Grade 9), Level 3 (Dorset Grade 10)

Job evaluation reference: HS461a,b,c

Job family: Health and Social Care – Children's Services

Purpose and impact

To provide a range of support functions to children, young people and their families through a range of interventions agreed by the relevant manager in the agreed area of operational delivery within Children's Services.

The post will be flexible and reflect a consistent approach to working with families across the Children's Services. For this reason, the list of job duties and responsibilities described below will depend upon which context the service area is responsible for and should be read as such.

The range of tasks undertaken will be allocated in a way that reflects the Grade/Level of the post holder with those of more complexity or of a specific specialist area.

Key responsibilities

1. To promote the need to keep all children and young people, regardless of if their ability, physical and or emotional/ mental health needs safe from harm.
2. To ensure that all safeguarding concerns are escalated appropriately through the relevant designated manager.
3. To positively contribute to and deliver within a multi professional team setting (within each zone) the concept of Early Help and Early Action in supporting and enabling families to live their lives in a different way.
4. To promote, support and enable the delivery of the Business Intelligence tool to enable partners to proactively identify young people who may benefit from an early help offer.
5. To provide guidance and support about how to deliver a team around the family meeting.
6. To act when appropriate as the Lead Professional in the completion of a Child and Family Assessment or in coordinating the delivery of early help through holding a team around the family meeting.
7. To develop constructive relationships and work with children and young people, parents/carers; a range of professional partners including statutory children social work, the police, schools, health, education, the voluntary and community organisations to meet the overall outcomes for children, young people and their families.
8. To provide written reports, develop and contribute to action plans for individual children, young people and their families.
9. To signpost and act as navigators for partner agencies and for service users in the identification of appropriate services for families.



10. To deliver a targeted service to service users as agreed by the line manager of relevant service area.
11. To deliver and support group work in delivering a positive focused community intervention in addressing social issues/public health issues.
12. To undertake direct work with young people and their parents to address a range of issues – family conflict, family breakdown and behaviour issues; risk of offending or committing anti-social behaviour; emotional and mental health issues; school attendance; neglect and sexual exploitation - to support them in developing coping strategies and being able to manage their lives.
13. To provide suitable equipment to enable service users to be independent in daily living activities and instruct/train carers and service users in the correct use of the equipment.
14. To arrange provision and the fitting of equipment and adaptations in community and home settings in both the private and public sectors and to liaise with district councils on behalf of the relevant manager.
15. To escort, supervise or transport children when required as part of a planned intervention.
16. To signpost families to relevant agencies who can provide routine welfare benefits advice and budgeting advice.
17. To contribute to specific projects led by the relevant manager.
18. To record accurately and clearly and in a timely manner, all relevant information relating to the families concerned onto the relevant ICS system.
19. Maintain records and provide relevant data as required by the relevant manager.
20. To discuss any proposals for expenditure to seek agreement by the budget holder.
21. To contribute to the provision of a response to civil emergencies as required.
22. To give evidence in court if required.
23. Responsibility for always promoting and safeguarding the welfare of children and young people.
24. Any other lesser or grade comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Team Manager

Responsibility for:

Level 1 - It is not expected that the role will have any supervisory or management responsibility

Level 2/3 - Workers at this level may have line management responsibility for up to 5 staff within a specific team or Family Partnership Zone.

Other factors

25. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems.
26. Responsible for the safe and competent use of ICT equipment provided as necessary to fulfil the role.



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There are three grades associated with the Family Worker post which reflect the necessary qualifications, skills and abilities required for each specific role and level of responsibility. These commence at Grade 8 (level 1), progressing to Grade 9 (level 2) and then finish at Grade 10 (level 3).

The specific Service area determines the Family Worker grade that is required for the role and the responsibility as set out in the context statement.

Individuals will be able to apply for specific roles on the basis of whether they have the relevant skills, knowledge and professional qualifications.

There will be a Learning and Development pathway for Family Workers with an expectation of an individual personal commitment to personal and professional development. Progression into the next Grade will be dependent upon the availability of a specific vacant role within Children's Services and evidence that the individual has met the relevant skills, knowledge and professional qualifications.

There is an expectation that Family Workers will be able to have the opportunity to apply for Family Worker posts across Children's Services.

There is no automatic assumption that each service area will have all of the relevant grades for Family Workers sitting within the service area.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. Full details can be found on our website.



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Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications / training / registrations	Assessed through:
Required by law, and/or essential to the performance of the role	
1. GCSE Maths and English or relevant equivalent qualification	Application form
At level 2/3	
2. Evidence of continued professional development	Application form
3. Child protection training	Application form
Experience	
4. Experience working with children/young people either in a family setting or through a childcare setting either in a voluntary capacity or through formal employment	Application form
5. Experience of working with partners agencies in order to keep children and young people safe from harm	Application form
6. Experience of working with members of the public, both face to face and on the telephone	Application form
7. Experience of working within a setting where formal written records are required to be maintained alongside the use of IT date and information systems	Application form
8. Experience of living and working within a diverse community setting which reflects social economic situation within Dorset	Application form
At level 2/3	
9. Substantial experience of working with children, young people and their families in a childcare setting	Application form
10. Experience of working with looked after children and their families or carers	Application form
11. Experience of supporting agencies to deliver the Common Assessment Framework and in addition contributing to that delivery	Application form
Skills, abilities & knowledge	
12. Awareness of safeguarding and child protection procedures	Interview Assessment
13. Understanding of anti-discriminatory working practices relating to children and their families	Interview Assessment
14. Understanding of child development and parenting issues, including the range of factors that lead to poor outcomes for children and young people	Interview Assessment
15. Knowledge of the criminal justice system and offending issues, and of the family justice system	Interview Assessment
16. Understanding of issues affecting children and young people who are looked after and/or who have left care	Interview Assessment
17. Basic knowledge of the impact of mental health, domestic violence and substance misuse upon the daily lives of families	Interview Assessment
18. Knowledge and understanding of complex disabilities and those children/young adults who have additional needs	Interview Assessment
19. Ability to communicate effectively both verbally and in writing	Interview Assessment



20. Good level of computer literacy, particularly for record input	Interview Assessment
21. Ability to represent the directorate to external agencies	Interview Assessment
22. To be able to work individually and as part of a team	Interview Assessment
23. Willingness to share knowledge in an enabling way	Interview Assessment
24. To be able to use their initiative appropriately	Interview Assessment
25. Effective time management and prioritisation	Interview Assessment
26. To be able to work with children, young people and their carers in a positive and enabling manner	Interview Assessment
27. The ability to work flexibly and creatively	Interview Assessment
28. Ability to be analytical and to be able to contribute to formal assessments as and when required	Interview Assessment
29. This post requires a commitment to work within a flexible 37 hour non traditional working week. This means it will include working at weekends and during the evening when required within the context statement of the specific service	Interview Assessment
30. Able to fulfil the travel requirements of the post	Interview Assessment
31. Each post holder may be located within a different area of service delivery within the children's directorate, therefore it essential that the relevant context statement is read with the JD when posts are being applied for	Interview Assessment
32. Ability to work flexibly according to the demands of the post	Interview Assessment
At level 2/3	
33. Understanding of the policy and procedures and the context within which the local authority delivers both statutory children's services and Early Help and Prevention	Interview Assessment
34. Understanding of the role of schools; health services, the police, adult services and others in supporting children, young people and their families	Interview Assessment
35. Understanding of the Common Assessment Framework and how it is delivered	Interview Assessment
36. Understanding of the Children Act and the statutory responsibilities that are the responsibility of the Local authority	Interview Assessment
37. Understanding of the Education Act in regard to those matters relating to attendance	Interview Assessment
38. Understanding of working with families with mental health, substance misuse and Domestic violence	Interview Assessment
39. Understanding of working with families whose behaviour challenges parents and carers	Interview Assessment
40. Understanding of working with young people at risk of offending	Interview Assessment
41. Awareness of safeguarding and child protection procedures	Interview Assessment
Our values	
42. Respect	Interview Assessment
43. Together	Interview Assessment
44. Accountability	Interview Assessment
45. Openness	Interview Assessment
46. Curiosity	Interview Assessment



Desirable

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications / training / registrations	Assessed through:
1. Child care qualification e.g NVQ.	Application form
2. ECDL or equivalent IT skills	Application form
At level 2/3	
3. Advanced child protection training	Application form
4. Counselling diploma	Application form
5. Psychology diploma/degree	Application form
6. Other relevant professional qualification (youth work/education/social care/play work, etc.)	Application form
Experience	
7. Experience of working with families where substance misuse, mental health issues and domestic violence are a feature of their family lives	Application form
8. Experience of attending court and giving evidence in care proceedings in the family court	Application form
9. Experience of providing support to parents and families where young people are at risk of coming into care	Application form
10. Experience of working with families where a child has a significant disability/additional needs	Application form
11. Experience of working with children and young people who do not attend school	Application form
12. Experience of communicating with children and young people who are disabled and who may use alternative or assisted communication methods	Application form
Skills, abilities & knowledge	
13. Understanding of the context within which the local authority delivers both statutory children's services and Early Help and Prevention	Interview Assessment
14. Understanding of the role of schools; the health service, the police, adult services and others in supporting children, young people and their families	Interview Assessment
15. Understanding of the Common Assessment Framework	Interview Assessment
16. Basic Understanding of the Children Act and the statutory responsibilities that are the responsibility of the Local authority	Interview Assessment
17. Ability to formulate plans, reports or case summaries that contribute to the overall plan of work with a child, young person or their family	Interview Assessment
At level 2/3	
18. Knowledge and experience of delivering Early Help strategies to improve outcomes for children, young people and their families across a range of services and partners	Interview Assessment
19. Involvement with local communities in order to develop alternative, creative and flexible forms of support for families	Interview Assessment

Approval			
Manager		Date	January 2025



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