

Job Description and Specification

Job Title: @CT Family Support Worker

Reference: JAJB4363

Service: Children and Families

Grade: 7

Reports to: @CT Family Service Manager

Location: Westfields / Various

Your job

Devise, implement and review individual care/support plans/pathway plans for children, young people and their families which meet their assessed need. Support children, young people and their families in the community through a range of interventions which improve family / individual functioning.

In this job you will

1. Act as a key worker to a small number of children, young people and their families, working in partnership with them and any other relevant persons to identify and meet their assessed needs within the community.
2. Devise, implement and review individual care/support plans/pathway plans so that families are properly supported to the standards identified in the service specification.
3. Maintain effective record systems to enable the preparation of necessary reports to contribute to the care planning process.
4. Liaise and communicate with other agencies, parents and professional staff so that appropriate resources may be identified and mobilized for the benefit of children, young people and their families.
5. Be aware of and comply with the statutory requirements, departmental policies, equal opportunities and other regulations and procedures in order to ensure statutory and Departmental requirements are met.
6. Network within local communities in order to increase the range of resources available to "children in need" and their families and care leavers.
7. Ensure that good communication and liaison is sustained throughout the team and with relevant external people, so that appropriate resources may be identified and mobilized for the benefit of the individual.
8. Evaluate the provision of service and contribute to the policy / planning processes within the team, involving service users and potential users to ensure the continuing relevance to the service specification.
9. Be responsible for the health and safety of staff and individuals and the health and safety of equipment and operations within the team in accordance with the Health and Safety at Work Act

The job holder may be required at any time to undertake any work up to and/or at a level consistent with existing responsibilities. These tasks may be at any location in Cheshire East, to ensure the effective deployment of labour, materials, transport and equipment to meet daily service requirements.

In this job you will need

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
Qualifications	NVQ Level 3 in childcare or equivalent e.g. BTEC Nursery Nursing	To have sufficient knowledge to enable jobholder to devise, implement and review individual care plans for children, young people and their families	Formal study and experience
Experience	<p>Post qualification experience working with children/young people who have experienced trauma or neglect and their families and/or carers</p> <p>Evidence of joint working with other agencies</p> <p>Experience of working directly with children</p>	Extended experience working in a professional childcare setting	<p>Application form</p> <p>Certificates</p> <p>Interview</p>
Technical, Specialist or Job Related Knowledge	Understanding of child and young adult growth and development and the impact of trauma on this	Understanding of legislative framework of children's services	<p>Application form</p> <p>Certificates</p> <p>Interview</p>

	<p>Ability to contribute to the assessment of children's needs</p> <p>Understanding of child protection and cared for children's issues</p> <p>Developed understanding and awareness of good child care practice</p> <p>Awareness of the Children's Act and the legislative framework of children's services</p> <p>Awareness of confidentiality and data protection</p> <p>Knowledge and awareness of Domestic Violence, and the impact of Drugs and Alcohol on Mental Health</p> <p>Social services policies and procedures</p>	<p>Inclusion/tackling disadvantage principles and processes</p> <p>Cheshire East Council social services policies and procedures</p>	
<p>Theories, Techniques, Concepts</p>	<p>General knowledge / awareness of Domestic Violence, Drugs and Alcohol and Mental Health</p>		<p>Application form</p> <p>Certificates</p> <p>Interview</p>
<p>Procedures, Policies, Legislation, Organisational Structures</p>	<p>Children's Act, Health and Safety, Data Protection</p>		<p>Application form</p> <p>Certificates</p> <p>Interview</p>

OFFICIAL

	Social Services child care policies and procedures		
<p>Skills and Aptitudes <i>(e.g. Operation of Equipment and Machinery, Languages, inc. Foreign and Sign Language)</i></p>	<p>Confidence in working with children and young people with challenging behaviours</p> <p>Assessment and monitoring skills – able to develop, implement and review individual care/support plans and pathways for children, young people and their families</p> <p>Able to recognise the norms of child development at various stages</p> <p>Interviewing, advisory, negotiation, persuasive, mediation and conciliation skills; including ability to diffuse challenging behaviour from service users and their families</p> <p>Advocacy and presentation skills – able to effectively and appropriately challenge decisions and persuade service users to accept appropriate care plans</p> <p>Good observational skills, e.g. when supervising contact</p> <p>Good planning and co-ordination skills – e.g. to</p>		<p>Application Form</p> <p>References</p> <p>Interview</p>

	<p>arrange multi-agency meetings, activities and care programmes</p> <p>Ability to identify needs of others and understand how they can be met</p> <p>Good networking skills, with willingness and ability to work across agency boundaries in the pursuit of common objectives</p> <p>Resilience – able to professionally and effectively handle emotionally demanding information and situations</p> <p>ICT skills – proficient in the use of Word, Excel and databases</p> <p>Good verbal communication skills – able to effectively convey complicated/sensitive information to a range of audiences</p> <p>Written communication skills – e.g. able to produce accurate communications and confidential reports for both internal and external dissemination</p>		
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	<p>Ability to work effectively with parents/foster carers/adoptive parents</p> <p>Ability to work in an anti-oppressive manner</p> <p>Positive personal stress management</p> <p>Able to accurately maintain confidential caseload records</p> <p>Analytical and judgment skills – able to conduct accurate risk assessments regarding the safety of children and others (e.g. assessing whether to enter a property or not due to potential exposure to hazardous circumstances etc.)</p> <p>Demonstrable ability to work effectively as part of a team</p>		
<p>Other Requirements</p>	<p>Flexible approach to work</p> <p>Willingness and ability to travel, independently, throughout the borough as necessary</p> <p>Willingness to be flexible in approach to meeting the</p>	<p>Willingness to contribute towards the delivery of training</p>	

	needs of children, their families and carers		
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Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

Our values

Flexibility: adaptable, open to learning and resilient

Innovation: creative, challenges convention and always looks to improve

Responsibility: delivers on promises, efficient and has integrity

Service: listens, delivers quality, is reliable and enables others

Teamwork: respectful, inclusive and contributes at all levels

Our COMMITMENT

Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

Your COMMITMENT

Shared purpose

- Bring a positive and can do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

Working for a brighter future together

