



Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

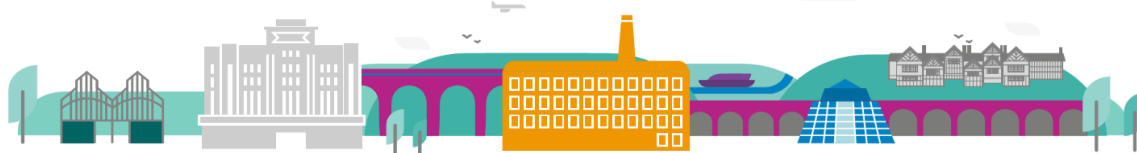
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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About the Job

Role:

Family Help Co-ordinator

Service Area:

Stockport Family

Directorate:

Services to People - Childrens

Salary Grade:

SO1

Stockport's family help offer is Stockport Family's delivery of universal health services and early help to children and young people 0-19 (25 Special Educational Needs and Disability SEND) and their families. The family help offer will be delivered through family hubs and neighbourhood working, aligned with the established 7 geographical footprints to ensure that children reach optimal development and families thrive in the community where they live, having access to universal and early help support and interventions.

Teams within family help will provide a front-line service, working to in line with Stockport Family's start well and early help strategies, national supporting families programme and the healthy child programme 0-19.

Main Purpose of the Job

As part of the family help team and reporting to the family help team leader you will provide a quality, systemic, restorative front-line service within the family help team.

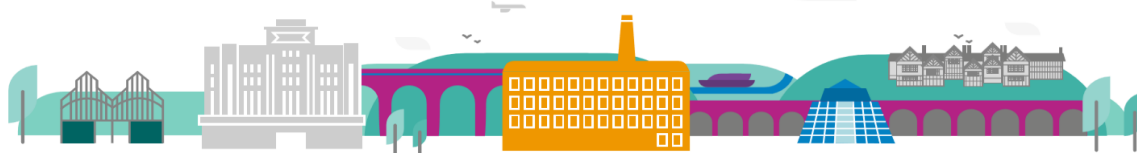
You will work collaboratively and creatively with early years settings, schools, colleges, other Local Authorities, other agencies, the voluntary and community sector and other groups to design, implement and coordinate interventions for children and young people.

You will embrace the 3 principles of family hubs – Access, Connection and Relationships when working with colleagues and families and have a key role in completing early help assessments for children and families in need of help and support. This will include being a lead professional and/or a keyworker working with children and young people 0-19 (25 SEND), their family and partner agencies in the creation of outcome focused support plans and evidence-based interventions, underpinned by Solihull and restorative approaches.

Through Stockport family hubs and the Team Around the Early Years/School model you will play a leading role in connecting the family help team with universal services such as health, early years and education to address issues such as mental health, emotional and behavioural needs, parenting concerns, substance misuse, domestic abuse and family relationship breakdown, child development delay and SEND, to ensure families receive the right response at the right time.

The post holder will work with a range of stakeholders, in a variety of settings, to achieve the shared outcomes of the Stockport Family offer.

You will be committed to Stockport Family's Co Production Charter and the outcomes framework for children and families.

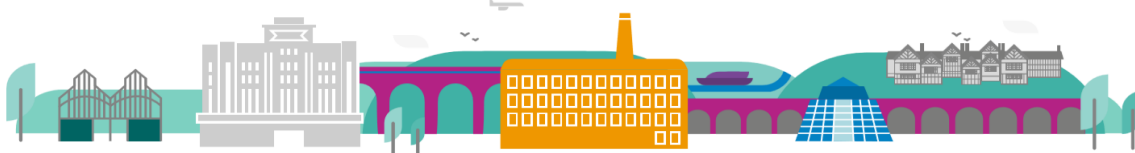


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- I feel safe
- I feel part of my local community
- My voice is heard and acted upon
- I enjoy good health and wellbeing
- I am happy and have people I can trust
- I am confident and able to reach my goals
- The people who love and care for me are enabled to do this

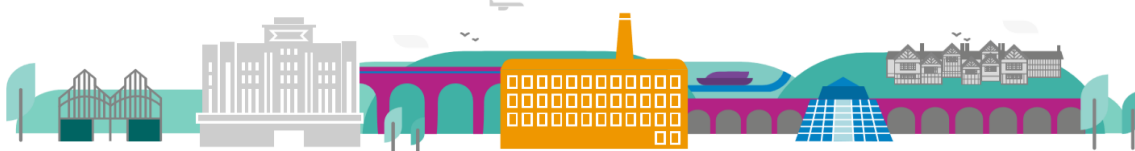
Key Responsibilities

- Respond to call in by universal services, MASSH and other key stakeholders to offer and support assessment and provision of interventions related to mental health and emotional and behavioural needs, parenting concerns, substance misuse, domestic abuse, family relationship breakdown, child development delay and SEND.
- To be responsible for the quality of help and support provided to children and families including high quality assessments, analysis of risk and need, plans and interventions, ensuring that there is both a restorative practice and co-production approach to working with families.
- Positive commitment to improve the outcomes of children with SEND with a focus on inclusion and those most disadvantaged in our community. In order that they meet the outcomes outlined in the Stockport Outcomes framework. To lead where appropriate and contribute to the completion of SEN support plans and applications for Education and Health Care Plans (EHCPs) and their review.
- Act as a lead professional/key worker with children, young people and families and establish relationships to explore solutions and plan interventions based on the assessment in line with the national Supported Families Framework providing a timely and responsive service to children and families when needs are identified.
- To play a key and influential part of the Team Around the Early Years (TAEY)/Team Around the Schools (TAS) providing information and advice to children, families and professionals. This includes liaison with education establishments, health departments and other Stockport Family services.
- Organise and Chair formal TAEY and TAS meetings with linked early years providers, schools and colleges.
- To support and empower partners to use the early help assessment and TAC/ processes to prevent children and families from escalating to statutory services.
- To work in a person-centred way and be co-productive to always consider the voice of the infant, child and young person in the context of the family and community functioning.



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- Agree and co-produce with individuals and families a plan and a method of review to ensure outcomes are achieved and ensure that progress is monitored, through continuous assessment, reviews and observing outcomes.
- Deliver evidence based individual work and lead group programmes with parents, young people and families underpinned by restorative practice and Solihull approaches. This will also include motivational work, brief solution focussed work and problem solving in addition to other specific programmes to facilitate change.
- Using the strengths-based model you will work with children and families with complex needs to prevent escalation into statutory social care services
- To coordinate and oversee the right support for the individual or family, this includes during times of needs increasing and times of uncertainty.
- To be responsible for recognising when child and/or adult safeguarding needs are present and respond in line with Stockport's multi-agency response to need.
- To offer support and mentoring to family help intervention workers enabling them to support children and families in getting the right interventions and support.
- Manage a workload which includes successful exit plans with children and families in line with Stockport's Step up/Step Down policy.
- Chair and contribute to multiagency meetings where appropriate and support universal services in the completion of high-quality assessments.
- Participate in individual and group supervision in relation to case work and specific practice interventions and group programmes.
- Prepare, write and record assessments, plans, case notes, contacts and written reports accurately and appropriate for the audience in accordance with departmental and national protocol.
- Undertake relevant administrative duties and maintain appropriate records in accordance with the role and any statutory requirements.
- Undertake working duties in line with Stockport Family's operating hours flexibly as required.
- To work collaboratively as part of a family hub network and neighbourhood model of working to support the identification and response to emerging needs within families.
- To positively engage in Stockport Family's Quality Assurance Framework.



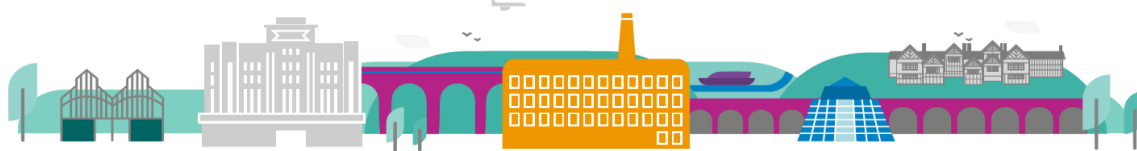
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- To be abreast of and adopt relevant national developments to ensure a mature and embedded early help offer to children and families.
- To be a key and influential stakeholder for Stockport's family hubs transformation programme which includes developing strong relationships with the voluntary, community, faith sector (VCFS) and other partners.
- Working with the family help team leader you will support the effective delivery of service business plans in line with Stockport Council's borough plan.
- To promote the vision for the Stockport Family Service both within the locality and across the borough.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

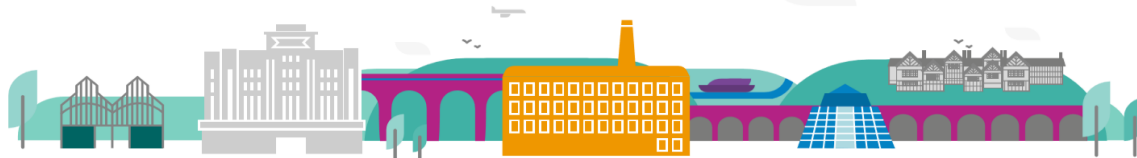


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About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Ability to build positive and sustained relationships with children, young people and families in order to support effective change
- Positive commitment in applying restorative and systemic approaches with children, families.
- Ability to act as a Lead Practitioner/key worker for children and families.
- Effectively chair multi agency meetings including team around the family/early years/school
- Demonstrate empathy, resilience, and persistence in working with children, families and others in challenging circumstances
- Demonstrable knowledge of child protection and Stockport safeguarding procedures.
- Demonstrable knowledge of needs arising for vulnerable adults.
- Experience of multi-agency working in relation to meeting children, young people and family needs.
- Ability to apply a strengths-based approach in assessing the needs of children and families identifying both risk and protective factors to inform onward plans and interventions.
- Co-produce with children, families and professionals' team around the family plans using the "I" statement outcome framework.
- Knowledge of child and adolescent development and the impact of adversity on developmental progress, health and wellbeing.
- Demonstrable skills in negotiating and advocating on behalf of others.
- Knowledge and understanding of Stockport Safeguarding Children's Board policies and procedures
- Knowledge, understanding and ability to use the Assessment Framework and other designated tools to undertake skilled assessment and analysis of children's needs and family functioning.
- Knowledge and understanding of Stockport local policy and procedures relating to SEND.
- Knowledge of current Government initiatives and legislation that affect children, young people, and families, particularly those related to early years, SEND, early help and the healthy child programme.



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- Ability to reflect on and develop own and others practice and contribute to reflective practice development in group and individual supervision.
- Ability to work independently and as part of a team using own initiative, supporting others where appropriate and understanding when to seek advice from managers.
- Demonstrate high level skills in observation, recording and analysis, including report writing.
- High level of communication skills, including active listening, verbal and written skills.
- Ability to plan, manage, evaluate and continuously improve one's own work to ensure its effectiveness and relevance.
- To be skilled in prioritising, organising and managing own workload including caseload management.
- Experience of facilitating groups and using evidence-based programmes to work with parents, children and young people to achieve positive behaviour change
- Substantial experience of direct work with children and families, in a variety of settings including family homes
- Experience of effectively working to agreed targets and objectives and achieving outcomes.
- NVQ level 4 in Health and Social Care (or equivalent qualification).