

Family Support Worker

Role Profile

Service: Family Help, First Response Service – Children’s Services
Band: Band 6
Reporting to: Team Leader
Responsible for: No direct reports



TRAFFORD
COUNCIL

About Us

Trafford is a great place to live, work, learn and visit. **From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region’s economic powerhouse.**

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford’s huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits’ package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it’s not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills, and knowledge you will need for the role.

We are a values-based organisation, and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford is moving towards a new model of Family Help which recognises that all families need the right help at the right time, from the right professional. This role is part of the Family Help and First Response Service and provides targeted help to families who will benefit from an intensive family support offer. This will be done through multi-agency family plans.

Your Main Priorities

- Undertaking a holistic assessment of need and co-ordinating a tailored package of support. Using a multi-agency approach and bringing together relevant services to ensure the right help is provided for children and families.
- Assessing risk and formulating multi-agency plans to meet families' needs.
- Being committed to working in a whole family way through the development of effective relationships with parents and their family members using a restorative practice approach.
- Working in partnership with families who are experiencing challenging situations/circumstances, to achieve positive outcomes for the whole family.

Key duties

- Managing and co-ordinating an identified caseload of families who may have complex needs, delivering appropriate evidence-based interventions in partnership with families, carers, and other professionals, to ensure that a support package is in place to meet their needs.
- Working proactively with families to gain their trust and respect providing support and empowerment. Encouraging their engagement with identified services and recognising the barriers to this, including adverse childhood experiences, to avoid crisis and escalation where possible.

- Assessing and managing risk, working with children and their families, identifying wider support networks to minimise risk and enhance support, and encouraging those affected to adopt safer practices.
- Using a range of direct work approaches to capture the voice of children, which allows their wishes and needs to be included in planning.
- Developing timely family help plans with each family. Building on their achievements and challenging perceptions whilst empowering the individual/families to achieve their goals through the co-ordination of appropriate services to support them and improve outcomes for children and young people.
- Maintaining regular contact with children and families and working with them in their home or other community venues for an agreed period of time.
- Empowering families to make sustainable changes through a strength-based and solution-focused approach, while challenging family norms and activities where necessary to improve outcomes for children and young people in the family.
- Understanding demographic and diversity to develop plans that are culturally sensitive to meet children's and families' needs.
- Working collaboratively with partner agencies to achieve positive outcomes for children and families.
- Maintaining accurate and up-to-date case notes/records using electronic case/information management systems.
- Supporting the Team Leaders to ensure the Family Help model is delivered effectively and meets set targets, whilst demonstrating successful outcomes for families.
- Undertaking as required, any other duties appropriate to the level of the post that may arise from time to time.

About You

Qualifications and Professional Development

- Level 3 qualification in relevant subject matter area (e.g. Health, Education, Social Work, Youth Justice, Early Years, Community, Mental Health)
- Level 2 qualification in Safeguarding Adults and Children
- Commitment to personal and professional development

Experience and Knowledge

- Previous experience of using practice models and tools to assess risk and needs, and develop family plans with families and individuals – e.g. Graded Care Profile 2 (GCP 2), Child Sexual Exploitation (CSE)/Child Criminal Exploitation (CCE) risk management tools, Domestic Abuse, Stalking and Honour Based Violence (DASH) risk assessment

- Experience and understanding of adverse childhood experiences, and the trio of vulnerabilities around Mental Health, Substance misuse and Domestic abuse, and how these impact on children and young people
- Knowledge of child development and children's needs along with an understanding of positive parenting and of risk factors and safeguarding concerns to children and vulnerable adults
- Knowledge of relevant legislation, guidance and Early Help principles in relation to child protection, prevention and safeguarding procedures
- An understanding of the impact of discrimination on the lives of those from global majority communities and others that experience social exclusion
- Experience of case management, developing innovative family plans in partnership with families and developing informed solutions
- Experience of collaborative multi-disciplinary work to achieve a common goal for families – bringing about a positive change and improve outcomes for children and young people
- An understanding of GDPR principles

Skills and abilities

- Able to work independently, including lone working
- Able to remain solution focussed and work pro-actively whilst maintaining resilience in challenging environments
- Analytical and assessment skills; able to review and challenge information/situations, demonstrating empathy when problem solving or providing a relational practice approach with families
- Strong organisational and time management skills; ability to prioritise effectively to meet competing targets/deadlines and able to multi-task in a busy environment
- Excellent communication skills (verbally and written); able to receive and relay complex information to colleagues/stakeholders, and present information in a way that is understandable to a wide range of audience
- Interpersonal skills; able to build and maintain effective working relationships, engaging with people from diverse backgrounds and building trust and confidence
- Competent in using Microsoft 365 and maintaining databases and systems to accurately record case files and report/present data
- Able to work effectively as part of a team and supporting and sharing learning with colleagues

Special Conditions

- Enhanced DBS required
- Car user/full driving license required

- Willing and able to travel to sites within the Trafford borough
- A flexible approach in a challenging working environment – working as part of a duty rota
- Working outside of core hours to complete visits/direct work may be required