

Hub Worker – No Wrong Door

Role Profile

Service: Children's Services
Band: Band 6
Reporting to: Deputy Hub Manager
Responsible for: No direct reports



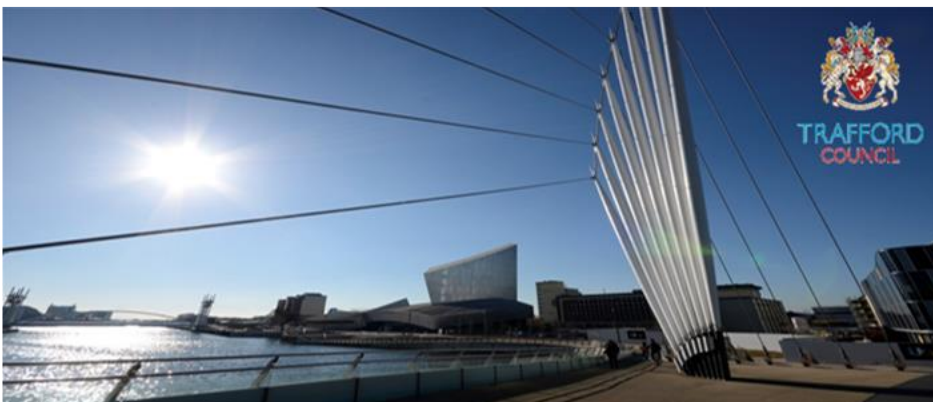
About Us

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 thrive

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

Our offer is an integrated No Wrong Door service for children and young people with complex needs that brings together a team of specialists working together with a shared practice framework.

The No Wrong Door/Kindle model centres around a Hub with edge of care, community and residential interventions, designed to provide intensive short-term interventions for children, young people and their families which prevent entry into care, escalation to longer term care, act to prevent placement breakdown or facilitate placement step downs. The model includes staffing with support from foster carers, social care, education, police, housing, and health. As part of the No Wrong Door / Kindle service you will be working with colleagues who have a commitment to shared values and the common purpose, developing a culture of inter-agency working; including with third and private sector organisations.

Your Main Priorities

- Supporting children and young people through the No Wrong Door core offer, by providing all aspects of care needs and/or community interventions, in line with their care plans, developing effective action plans with case workers and families with a focus on reducing risks and building on strengths.
- Key working is integral to the post, working with children and young people to develop trust, build their resilience and life skills to enable them successfully manage the transition to independence.
- Providing proactive support and interventions to children, young people and families so that they can achieve the best possible outcomes in life.
- Within the Hub, being responsible for the direct day-to-day care of children and young people within a residential home, accompanied by other supportive tasks and duties.

- Working with and providing support to children and young people on the edge of care, in care and leaving care, (and their families) including 18+; playing a key role providing a range of interventions to prevent children entering into the care of the Local Authority
- Outreach to work within a defined culture and strengths-based practice model and adopt a solution focussed and restorative approach, working with case holders and families to support planned intervention and deliver planned and unplanned crisis support and guidance in the community with families.
- Key characteristics of the role are: flexibility, commitment, building effective relationships, resilience, persistence and ability to progress plans both within the hub and in the community.

Key Duties

- Supporting children and young people in all areas of their lives; including physical/mental health, forming relationships, developing life skills, keeping safe, attending education/training/employment and accessing appropriate housing.
- Encouraging and motivating young people ensuring that every young person becomes a confident, resilient adult by focusing on building strong relationships, exploring opportunities to help them achieve their goals, in order that they lead more fulfilling lives and contribute positively to their communities
- Proactively supporting young people to return to their families or remain with their families where appropriate.
- Improving the outcomes for all young people, by enabling them to have a right to have an active say in decision making, including and valuing the contributions of families and carers
- Offering advice, support and guidance to adults, carers, families and children in need. Working as part of a multi agency team you will display a genuine commitment to the needs and welfare of vulnerable children and adults to ensure the best outcomes for them.
- Understanding the principles of child development and support development through promoting a healthy lifestyle; providing a variety of appropriate stimulating activities and being a consistent and caring adult role model.
- Developing effective key working relationships with children and young people, and maintaining these relationships throughout key transition points and post 18 if required.
- Participating in assessing risks and producing action plans in relation to behaviour, safeguarding and general health and safety using a risk managed (not risk averse) approach working with parents and carers where appropriate.
- Providing for children and young people's physical needs as necessary; including cooking, washing, ironing, shopping, budgeting, and making appointments – modelling and equipping them with the skills they will need to be able to carry out tasks themselves.
- Delivering support to young people and their families across all hub placements and services – i.e. activities, residential, edge of care, hub respite accommodation placements, bespoke arrangements and after care services/placements.

- Ensuring children and young people are kept informed of their circumstances and rights, and promote children and young people taking an active role in planning their lives and taking as much control and responsibility as is appropriate within a family or residential setting.
- Actively promoting the development of an integrated culture and intervention practice model across all hub delivery areas.
- Liaising and working effectively with colleagues, case workers and other agencies and service users in the interests of children and young people cared for.
- Contributing to and participating in case progress meetings, statutory reviews and all other meetings as required, and contributing to the formation and implementation of care plans and action plans that meet individual need.
- Supporting the process of transition in a timely way by helping children and young people achieve, and promoting their attainment of life skills.
- Proactively supporting children and young people to return to their families, supporting reunification where appropriate.
- relationships, increase their achievements, reduce their risks and build on their strengths.
- Promoting, participating in and leading community meetings.
- Maintaining appropriate records for each child/young person and preparing written reports as required by service standards.
- Supporting the effective induction of new and sessional staff, helping develop and promote a learning culture within the organisation.
- Regularly reflecting on practice (both your own and general operating practices) and taking full advantage of professional supervision and appraisals in line with local and professional standards.
- Developing specialised knowledge and skills, acting as a 'champion' to drive forward good practice, and sharing your expertise with others across the team.
- Participating in own in-service training and development, and contributing to staff development as required.
- Being aware of and responding to fire, health and safety issues whilst at work, during the day and night; undertaking nightly fire and security checks if sleeping-in.
- Developing and utilising effective communication skills (non-verbal, communication, active listening, self-regulation, emotional competence), using a variety of opportunities to engage with children and young people in the hub and in the community e.g. Youth Clubs or similar activities.
- Ensuring effective and timely information is be shared with professionals, families and young people as appropriate.
- Developing and maintaining effective working relationships with colleagues, managers, partners, stakeholders and families.
- Giving children and young people the opportunity to participate in decisions affecting them, as appropriate to their age and ability, and taking their wishes and feelings into account.
- Administering medication to service users in accordance with service procedures.
- Delivering a flexible, responsive face-to-face service of planned work to meet the needs of young people and their families, with a contact number at the hub when outreach services are not available.
- Following Trafford's Child Protection procedures, in consultation with managers, and liaising with other agencies as appropriate.
- Being committed to safeguarding; promoting the welfare of children, young people and adults and raising concerns as appropriate.

- Providing additional support and comfort to young people under stress.
- Ensuring that children and young people are monitored and protected, utilising resources available, working closely with other professionals and devising robust and focused plans.
- Providing support, as required, to ensure that the hub service runs effectively and within budget.
- Being accountable for monies allocated for specific purposes and maintaining accurate financial records; including the effective receipt, recording and accounting of petty cash systems.
- Providing the effective co-ordination and completion of day-to-day recording systems within the hub.
- Participating in planning meetings and child protection case conferences as required.
- Organising and participating in activities inside and outside the home as appropriate, and encouraging children and young people to develop outside interests and leisure activities.
- Undertaking any other appropriate duties commensurate with the role as directed by the Hub Manager.

Statutory Requirements

Operating within the spirit and framework of the children Act 1989, National Minimum Standards, Children's Homes Regulations and Safeguarding frameworks

About You

Qualifications and Professional Development

- NVQ 3 Caring for Children and Young People
- Hold or have commitment to gain QCF Level 3 Diploma Health and Social Care

Experience and Knowledge

- 1-2 years' experience of direct working with children and young people aged 10-18 and their families or a similar environment
- Experience and resilience in working with children and young people with complex behaviours

- Experience of working with established systems and procedures to ensure secure and accurate recording of information
- Experience of multi-agency working
- Good understanding of Child Protection and the processes involved
- Good working knowledge of the intervention strategies/programmes that can be used to support vulnerable children, young people and families
- Good understanding of key childcare legislation, regulations, guidance and assessment frameworks
- Knowledge of services available in the community for children, young people and families

Skills and abilities

- Good communication, interpersonal and advocacy skills, both verbally and in written communications, whilst being sensitive to the needs of individual children, young people and their families regarding race, culture, language, religion, gender, sexuality and culture-specific events.
- Able to exchange complicated or sensitive information with a wide range of audience
- Highly skilled in forming and maintaining relationships with children and young people
- Ability to show a caring and an empathic approach
- Team working skills, with the ability to work collaboratively and flexibly
- Inter-agency and partners collaboration skills
- Risk management and assessment skills
- Problem solving and analytical skills and the ability to find innovative solutions, with good numeracy and literacy skills
- Research, data collection and benchmarking to formulate idea and inform/support decision-making
- Effective organisational, planning and time management skills, ability to prioritise and manage workload to produce accurate work within deadlines
- Understand evidence of the impact of trauma, neglect and early adversity on children and young people in family and hub settings
- Being alert to signs of distress or abuse and taking appropriate action; reporting malpractice, or evidence which may suggest it, to the line manager or other appropriate person following the whistleblowing procedure.
- Understand the principles and impact of confidentiality and data protection issues.
- Ability to promote inclusiveness and demonstrate a desire to work in partnership with parents/carers to enable young people to live at home.
- Demonstrate a flexible, persistent and resilient approach to working in the community with families, and supporting children and young people with complex behaviours utilising both the Kindle model and Restorative Practice principles.
- Able to share in the practical activities necessary to maintain a warm, welcoming and safe environment in the Kindle Hub.
- Able to adopt a solution-focussed approach to working with children, young people and families in order to help them rebuild

- Good level of IT skills including familiarity with Microsoft Office, effective recording and report writing skills
- Willingness to undertake appropriate training

Special Conditions

- Enhanced DBS clearance
- Ability to meet the travel needs of the post including transporting children and families
- Unsocial Hours/Weekend –on a rota basis, there will be requirement to cover service needs across the range of placement options including sleep-ins and waking nights and covering service needs across the range of placement options

Date prepared/revised	26.4.22 / 4.7.23 transferred to new template only
Prepared/revised by	Children's Redesign Team
Job Evaluation	26.4.22

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.