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## Your job

**Job Title: Family Help Worker**

**Service: Early Help and Prevention**

**Grade: G6**

**Reporting to: Family Help Practice Manager**

You may be the Lead Professional for children, young people and their families with complex and multiple needs, or support families across the range of threshold needs. You will build positive relationships with them, act as their champion and advocate improving aspirations and outcomes by building on their strengths.

You will complete Early Help Assessments to understand the family needs and develop plans alongside families as well as supporting to access resources. The role will require you to coach, challenge, and support families to achieve their goals by delivering direct and group work as well as working alongside partners from other disciplines to support the family to meet their aims, ultimately building resilience within themselves and their communities, this is likely to include developing and strengthening family networks.

Working as part of a Team Around a Family, you will be responsible for chairing meetings and supporting families with a strong focus on achieving positive outcomes aligned to the Supporting Families Agenda. This will require empathy, compassion, and kindness, alongside accountability and courage. At times you will work alongside our Children's Social Care colleagues as well as partners from universal services. Partnership working is a key element, and you will have the skills and confidence to empower our partners to contribute to the delivery of Early Help and Preventative aspects that support families.

An aspect of the role may involve the delivery or co-ordination of a Group Work Programme. It may also have a focus on the area of Special

Educational Needs & Disability. This would include assessing and reviewing the need for accessing the Local Offer and Direct Payments.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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### **In this job you will:**

On an ongoing basis you will:

- Use the early help framework to provide support according to family's needs and help them achieve their goals by identifying strengths building on individual, family and community capacity whilst making sure the family, children and young people are fully engaged in the process
- Build relationships with families, colleagues and partners, using challenge and support strategies to ensure we are working in a 'with' manner.
- Complete (Threshold Level 3) Early Help Assessments, Reviews, and where appropriate reports (which may include reports requested from the courts) alongside families, identifying their needs and agreeing an accompanying Action Plan with Families and Professionals. This may include sharing information about the local offer as well as assessing the need and reviewing Direct Payment packages.
- Chairing Team Around the Family Meetings, ensuring attendance from Children and Families and the relevant professionals that support the family, reviewing the progress that has been made.
- Delivery of direct work & group work to meet the needs of the family. This may include the co-ordination and recording of group work.
- Support awareness and understanding of mental health and mental wellbeing for children, young people and families in the neighbourhood to avoid stigma.
- Contribute to reducing health inequalities of families and children by working in partnership supporting, empowering and removing

barriers to good health.

- Evaluate the effectiveness of the intervention, making considerations to what the best support for a family is. This may include making applications to resource panels or making onward referrals to other services.
- Understand the Supporting Families Outcomes Framework. Identifying unmet needs and when these needs have been met.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
- Support the Early Help & Prevention development of our partners (Including VCSFE Sector).

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- Qualified in one of the caring professions, have a relevant Level 3 qualification or evidence of the equivalent QCF Credit Value with equivalent experience of working with children and families with complex needs
- A history of continuing professional development and a willingness to maintain this to support service delivery
- An understanding of the benefits of practicing in a way that is strength and asset-based, Trauma Informed, Restorative and relational.
- A good working knowledge of local and national Safeguarding procedures and multi-agency guidelines.
- Be able to use the Early Help framework whilst working with children and families to ensure a co-ordinated approach
- The ability to use a variety of evidence-based tools to support the assessment and measurement of outcomes for children and families
- Having an ethos of high challenge high support. Including building healthy relationships with Children and Families as well as colleagues.
- Knowledge of health inequalities and their relation to; the support offered through early help/ family hubs/ the community
- Experience of clear record keeping in a timely fashion and also chairing multi-agency meetings
- A good understanding of the barriers to learning by children and young people and potential strategies to overcome them
- The ability to connect children and families to community assets, to help them to participate positively in their communities
- Hold a current driving license or can demonstrate the ability to travel as required using own or public transport in the most effective manner.

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

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| <b>Be Positive</b>    | “ Take pride in all that you do and support and develop yourself and others. ”           |
| <b>Be Accountable</b> | “ Be responsible for making things better, enabling change and supporting improvement. ” |
| <b>Be Courageous</b>  | “ Be open to doing things differently and working collaboratively with others. ”         |
| <b>Be Kind</b>        | “ Be helpful, generous and thoughtful towards yourself and others. ”                     |