|  |  |  |
| --- | --- | --- |
|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Child and Family Support Worker | POST NUMBER: 1100DWQ/1100DYD1100DYG |
| REPORTS TO  | Practice Manager or Service Manager |
| DEPARTMENT: CSES | GRADE 8 |
| JE REF: | 3685B00954 | PANEL DATE: | 05/07/2016 |
| **1.** | **MAIN PURPOSES OF JOB** To work as a member of a team with children and their families and carers who are in need of support or protection.Support work includes:* Providing interventions in support of assessments under Section 17 Children Act 1989.
* Working with children and their families to prevent children from entering into Local Authority care.
* Contributing to the single assessment of a child’s needs by assessing the quality of relationships and attachment between children and their parents, carers and siblings and the nature and level of risk posed to children.
* Providing support and guidance to families.
* Plan interventions in conjunction with children and young people and their parents/carers that would support their health, physical, mental and social development and well-being.
* Supervising and assessing contact.
* Supporting carers to look after children in complex circumstances and preventing placements from breaking down.
*
 |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
| **a** | To plan and deliver interventions in line with the child’s plan and assessed need and as agreed by the line manager. |
| **b** | To assist in undertaking necessary statutory or other action in relation to the liberty or safety of children, including emergency situations, liaising with other agencies, when appropriate. |
| **c** | To ensure any concerns around Child Protection are appropriately reported. |
| **d** | Contribute to effective statutory planning and review processes through the production of clear and factually accurate reports, analysing and making recommendations related to the child’s plan.  |
| **e** | Provide witness statements and be a witness for the City of York in family court proceedings. |
| **f** | To engage with children, young people and their families to enable them to have a voice in the development of the Services. |
| **g** | Maintain appropriate, accurate and timely computerised records, in line with the Department’s Client Access to Files Policy and the National Policy on Electronic Recording. |
| **h** | Plan and undertake direct work with children and young people and their parents/ carers, in line with the child’s plan. Take responsibility for understanding their history and identity with accurate, age appropriate information to inform the plan. |
| **i** | Ensure that the provision of services takes place within an environment that is safe for all involved.  |
| **j** | Review and evaluate interventions in conjunction with service users, colleagues and other agencies. |
| **k** | Attend mandatory training and those recommended by the line manager, and participate in formal supervision, peer supervision and appraisals. |
| **l** | Promote the development and awareness of the service across a range of agencies. |
| **m** | To maintain awareness and relevant information and knowledge of resources that may assist children and their carers. |
| **n** | Promote anti-discriminatory practice in service delivery and ensure that the principle of equality is demonstrably practiced. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE*** Number of Direct Reports: 0
* Number of Indirect Reports: 0
 |
| **4.** | **CREATIVITY & INNOVATION*** A high level of creativity and innovation is required to plan and provide a child-centred service, exploring different ways of meeting complex, individual needs.
* Innovative approaches are frequently required to establish meaningful communication with service users to elicit information, and achieve a degree of partnership where there is conflict between children, their families, and the department.
* Routinely use motivational, persuasive and interpersonal skills to overcome mistrust in establishing meaningful relationships with service users who are resistant to support and intervention.
* Parents and carers will be engaged in direct work using creative material and adapting materials which are bespoke to individuals and families to raise the standards of physical and emotional care of children often in high risk situations, including child protection.
* The ‘tools’ and materials used will be appropriate to their specific needs and will accommodate diversity. ,
* A high level of skill, creativity and knowledge is necessary to engage children and young people in direct work. Detailed knowledge of child development is required to tailor this in an effective and child centred way. The post holder must be creative in creating a resource suitable for the individual child and sensitive to their needs. This may involve the use of new technologies.
* The job holder will respond to safeguarding situations in line with CSC policies and procedures and the CYSCB guidelines.
 |
| **5.** | **CONTACTS & RELATIONSHIPS****The job holder will be required to:-**In developing and sustaining effective relationships, the post holder must routinely use sensitivity and tact. Show a high level of professionalism to enable a good working relationships to develop in the face of rudeness, unpredictability and/or abuse from service users; Interventions take place in various settings. The nature of which are likely to be emotive and contentious with high levels of conflict and stress. Defuse conflict, seeking advice where appropriate.**Internal** * The job holder will have regular contact with colleagues within the Children’s Services, Education and Skills Directorate and with other Council Directorates about issues relating to the care of children and their families including Adult Services, health, CAMHS and the Housing Department.

**External*** The job holder will have regular contact with a range of external agencies, both statutory and voluntary

**Daily contact:*** Children and their families who have complex situations and relationships.
* Professionals involved with the child and family including school, health visitors, police, social workers, foster carers and Y.O.T.

**Routinely:*** Family Court officials (including Child and Family Court Advisors).
* Legal Advisors.
* Reviewing officers.
 |
|  **6.** | **DECISIONS** **Discretion:** **The Job Holder will be required to:-*** In the context of the Plan for the child, to plan, deliver and evaluate the impact of interventions on a parent’s ability to meet their child’s needs and the quality of the child’s attachments. This may take place in the context of legal proceedings, where the post holder may be required to attend court, and provide written and verbal evidence that contributes to the final decision made which will have significant implications for the children and families’ future.
* Plan and prioritise workloads and case management on a daily basis to meet need and required timescales.
* Decisions must be taken as to when to intervene or terminate a session/service if parents/carers present as being under the influence of substances or experiencing poor mental health. Responsibility needs to be taken to deliver this information and manage the parent’s response to protect the safety of the children and of other service users. This could occur when the worker is alone, for example working in a family home within the context of the locally agreed threshold and guidance in discussion with their line manager.

**Consequences:*** Failure to manage and prioritise workload may result in missed deadlines where achievement for timely and successful outcomes for children is compromised, sometimes with significant consequences for them.
* Failure to seek advice, make appropriate decisions pertaining to the welfare of children, have a holistic understanding of a child’s world and have confidence that all reasonable steps have been taken to support and protect a child may result in inappropriate or disproportionate decisions being taken and could compromise the safeguarding of the child.
* Failure to recognise and act appropriately when there is reasonable cause to suspect that a child has suffered or is at risk of suffering significant harm can result in a child suffering further or actual harm, the consequences of which can be significant.
* Failure to adequately record information pertaining to children or to maintain data could have a significant impact upon the achievement of successful outcomes for children and timely decision making when safeguarding them. This may also damage the reputation of the council.
 |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)** Responsible for handling s.17 Children Act 1989 money (max £100)
* Responsible for handling petty cash/cheques from charity applications for families ensuring receipts are obtained and that money is spent in accordance with charity rules.
* Responsible for the safety and hygiene of play equipment provided at council premises. Mobile phone
* Resource materials
 |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demandsThe job holder:* May be subject to pressure and will manage conflicting demands, frequently changing deadlines and requirements.
* Must be resilient and able to remain calm when responding to emergency situations and to frequent changes in type or level of need presented by often chaotic family circumstances.
* Holds responsibility for the safe transportation and carrying of family members, children and babies.
* If working at Hamilton House may be responsibility for the security of the building in the absence of the manager.

Physical demands* At times the post requires greater than normal physical effort including lifting of equipment when delivering to sites and prolonged standing when delivering group work.
* Must be able to travel between various working locations and service user’s homes.
* Must be able to accept that a planned finishing time for a day may be affected by changes in circumstances in service users’ lives which need to be responded to as a matter of urgency.
* Considerable time spent on a PC

Working conditions* Normal office environment, working with families in their homes or local community and attending meetings at the premises of partner agencies.
* Frequent home visits in often-unpleasant domestic circumstances.
* All work undertaken whether it be within a work setting, the community or service user’s home, can be unpredictable, challenging and stressful.

Work context* Working with vulnerable children and their families in sometimes unpredictable and high risk. This may involve lone working in the community and/or home visits where there is the potential to encounter physical or verbal abuse and the need to respond to and deal with stressful situations. Direct contact with family members, some of whom have complex needs, mental health issues, drugs and/or alcohol dependency may be involved. Risk Assessments/Health and Safety Procedures will need to be undertaken where appropriate.
* Will be required to manage risk and/or conflict between families to protect other service users e.g. when restraining orders are in place, encountering families in conflict or who have a history of violence or sex offences.
* The post holder will find themselves in situations where by children and/or family members will disclose information that will be challenging and emotionally evocative
* There must be flexibility to work irregular hours to meet the needs of children and their families, including evening and occasional weekends.
 |
| **9.** | **KNOWLEDGE & SKILLS****The post holder must have:*** A qualification equivalent to Level 3 (e.g. social care, child care, NVQ in working with parents and children) or a relevant degree (e.g psychology)
* A demonstrable commitment to continuing professional development. .
* Experience, of working in a child-centred way, knowledge and skills working with adults and children who are vulnerable/in need of help or protection and an understanding of personal and social circumstances that lead them to receive support and protection services.
* Knowledge of the Children Act 1989 and related guidance.
* Knowledge of the range of agencies and services that provide support to children, young people and their parents across the tiers of assessed need.
* A demonstrable understanding of and a clear commitment to, the delivery of high quality, customer-focused services.
* Knowledge of child development and theory, including an understanding of the developmental stages and changing needs of children and young people, including those with disabilities, sufficient to apply this knowledge to practice.
* An understanding of equal opportunities issues and a strong commitment to delivering anti-discriminatory, non-oppressive services.
* Experience of and an ability to challenge, enthuse, motivate, enable and influence cross agency practice with others involved in the care and support of children, e.g. acute/ community health services, the police, schools and colleges, to achieve excellent outcomes for children and young people.
* An ability to work as part of a team, engendering a positive team spirit , supporting colleagues and working within a culture which embraces a collective responsibility for children who receive services from children’s social care.
* Excellent organisational skills and effective time management.
* Good IT skills sufficient to record details of work on an electronic case record system and use an electronic diary.
* Ability to present information, both verbally and in writing, in a clear and concise manner.
* An ability to prepare for and make effective use of formal supervision where, working autonomously, and with independent thought, understand the impact of interventions in achieving excellent outcomes for children.
* An ability to work with people in group and community settings, and the potential to develop the necessary skills to undertake more structured forms of group work.
* An understanding of the principles of confidentiality, developed when previously working with children and their families, whilst recognising when and with whom it may be right to share relevant information.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1** - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.This post requires the post holder to undertake an enhanced – child workforce (with barred list check) criminal record check via the Disclosure and Barring Service. |
| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE**Practice Manager/ Service ManageChild and Family Support Worker |