

## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

<b>DEPARTMENT: Children's Services</b>	<b>SERVICE GROUP: Children's Specialist Services</b>
<b>POST TITLE: Family Support Worker</b>	<b>REPORTS TO: Family Support Co-ordinator</b>
<b>GRADE: Band 7/8</b>	<b>SAP POSITION NUMBER :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The following points should be noted:

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting.

### **Key Purpose of Post:**

1. To provide high support and challenge 'whole family' key work (as set out in the service area for which you are working) which ensure measureable and improved outcomes for children and young people.
2. To work in partnership with other professionals involved with the children and families to deliver tailored assessments and plans.
3. To work within legal frameworks, policies and procedures appropriate to the service area, the Department and Council.

### **INTENSIVE FAMILY SUPPORT & FAMILY GROUP CONFERENCE TEAM :**

To facilitate and/or provide advice on Family Group Conference Meetings, mediation sessions, restorative sessions and/or family network meetings which enable children and their families to lead their support plans.

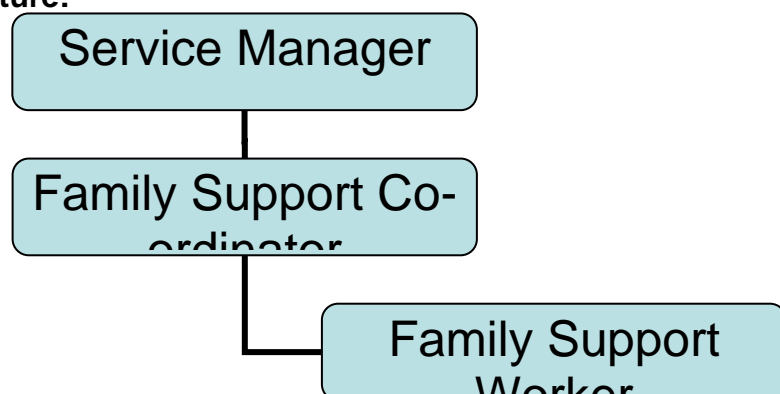
### **Main Responsibilities of Post:**

1. To contribute to timely advice giving, referral and/or duty processes so children and families are supported at the right level. This may include acting as a first point of contact for a primary school cluster and/or secondary school.
2. To undertake or contribute to holistic and strength-based assessments of need (other than those requiring a social work assessment) and devise and implement appropriate plans for babies, children, young people and families.
3. To ensure the appropriate participation of children and young people in their own assessment, plans and reviews and to respond appropriately to non-engagement.
4. To case hold and co-ordinate multi-agency support to deliver tailored family

interventions and support which tracks and shows progress over time.

5. To arrange and chair reviews on a regular basis to track and show progress, including children, young people and families and partner agencies as appropriate.
6. To maintain accurate up to date and appropriate records using identified electronic systems and equipment.
7. To write reports as required for meetings, reviews etc.
8. To attend court as required representing the department.
9. To undertake all duties commensurate to the nature and level of the post at initial place of work or at any other venue.
10. To engage with professional supervision, appraisal, team and quality assurance, practice development in line with the Bradford Behaviours.
11. Participate in training, study and research projects aimed at professional and service development.
12. To comply with all policies and procedures, guidelines & codes of practice as laid down by the Council, Children's Services and contributing to review as required.
13. Contribute to the support of students, apprenticeships, trainees and volunteers.
14. To be responsible for your own continuing personal and professional development, and ensuring attendance at mandatory training and refreshers appropriate to their role.

**Structure:**



**Special Knowledge Requirement:** Briefly outline the elements of special knowledge required by the post holder without which they will not be able to carry out the job.

**Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.**

Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children's centres) – where the person is able to demonstrate that they can during the interview:

- a) Can express themselves fluently and spontaneously, almost effortlessly
- b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language

Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work.
Uses a range of complex IT packages relating to area of work.
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.
Knows and understands how to use, interpret, handle and communicate Information.
Able to use knowledge of the physical, intellectual, linguistic, social and emotional development of babies, children and young people to plan, deliver and review plans with children and families.
Able to work with others in the children and young people's workforce to put the child at the heart of decision making.
Able to apply anti discriminatory practice and approaches in their day to day interaction with colleagues, children and their families in order to challenge bias, prejudice and intolerance.
<b>Relevant experience requirement:</b>
Minimum of 2 years continuous & recent experience of working directly with children, young people and parents including evidence of recent case holding experience.
<b>Relevant professional qualifications requirement:</b>
NVQ 3 or Diploma 3, in Health & Social Care, including knowledge regarding children's development, or equivalent child related qualification GCSE English and Maths or equivalent. IT literacy.
For posts leading on Family Group Conferences, a FGC accreditation is required.
<b>Core Employee competencies to be used at the interview stage.</b>
<b>Carries Out Performance Management</b>
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.
<b>Communicates Effectively</b>
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.
<b>Carries Out Effective Decision Making</b>
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
<b>Undertakes Structured Problem Solving Activity</b>
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.
<b>Operates with Dignity and Respect</b>
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.
<b>Working Conditions:</b>
Must be able to work in family homes and the community, with a degree of autonomy.
Must be able to work early mornings, evenings, weekends and bank holidays as required by the needs of the families and the service.

<p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.</p>		
<p><b>Special Conditions:</b></p>		
<p>No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance Enhanced DBS check required.</p>		
<p>The post holder is required to have a useable car available at all times or as advised by the line manager. The post is designated Casual Class 1 Car User status for the better performance of the duties for which the HMRC rate is payable.</p>		
<p>Disbursement of cash on occasions, access to confidential information, case records and files.</p>		
<p>Responsible for resources and equipment used including keys to buildings, opening and closing buildings as and when required, computer and mobile phone.</p>		
<p><b>Compiled by: MA</b>  <b>Date: Dec 2017</b>  <b>Updated: MAY 2018</b></p>	<p><b>Grade Assessment</b>  <b>Date:</b></p>	<p><b>Post Grade:</b></p>
<p><b>For HR use only</b></p>	<p><b>SAP Input Date</b></p>	<p><b>Name of Data Inputter</b></p>