

Job Profile comprising Job Description and Person Specification

Job Description

Job title: Family Assessment Worker	Grade: SO2
Section: Children and Families, Specialist Services	Directorate: Children's Service
Responsible to following manager: Centre Manager (Falcon Grove and Woking Close)	Responsible for following staff: None
Post Number/s:	S7332

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The core purpose of the role is to ensure that all children and their families who work with the centre's, remain safe and have improved outcomes as a result of the provision of high-quality assessments and support. These teams will provide parenting assessment in both the community and in a residential setting. The team will assess children and their carers and the risk and protective factors facing the families that have resulted in them needing a targeted parenting assessment.

The post holder will provide high standards of care, assessment and support for families who are involved with the centre. You will work alongside qualified social workers to ensure a high quality and fair assessment is provided for all families. You will be involved in making significant recommendations in children and families lives such as whether children should be placed in Local Authority Care.

Important internal relationships:

- All teams and staff within the Children and Families Division and Safeguarding Standards Service
- Heads of Service, Service Managers and Team Managers across Wandsworth Children's Services.
- Colleagues from teams across the Shared Staffing Arrangement (SSA)

Important external relationships:

- Children, young people and their families
- All relevant partner organisations that Wandsworth Children's Services works in partnership with including schools, external service providers and the private and voluntary sector including foster carers and residential care providers; Police; Probation
- Local residents and other customers

Specific Duties and Responsibilities

- To be the allocated keywork/assessor of complex parenting assessments with a high degree of personal accountability and discretion, undertaking one-to one and co-work, working closely alongside other key lead professionals and colleagues from across CSS and other partner agencies to deliver best practice through an integrated response.
- To provide fast and flexible response to families who might be in crisis during the period of their assessment. This may involve crisis management, mediation, conflict resolution and rapid response support to families and young people, to reduce and prevent the risk of family breakdown.
- To develop programs and plans of assessment and intervention for high risk and vulnerable children and families. To be flexible and adaptable in your approach to assessments of families who have a multitude of high-risk factors impacting on their daily functioning.
- To carry out agreed plans of work with families living in residence or in the community. This will include targeted specialised one-to-one sessions with parents, direct work with children and setting shared achievable goals with families.
- To promote evidence-based practice in direct work with families and the use of evidence-based parenting assessment programs.

- To develop, encourage and reinforce positive behaviour through working with the families to address elements of their risky behaviour in order to reduce risk to the children.
- To apply effective assessment and management of risk, taking appropriate action to ensure that the children and families remain safe, and continue living within their own family networks wherever safely possible.
- Assess and monitor risk for children and young people and take responsibility for informing the appropriate line manager where necessary.
- To work in partnership and closely liaise with colleagues from other agencies in the statutory, voluntary and community sectors to ensure a high standard of service to families.
- To maintain appropriate statutory and administrative records for children, young people and families. All written work should be of a high standard, some of which will need to be presented in Child and Family Court.
- To attend and contribute to planning and review meetings, Core and TAC meetings, CP Case Conferences and court as required.
- To undertake specific tasks for absent colleagues on cases requiring action under the direction of the manager/ assistant manager.
- To participate in regular, reflective and structured case and personal supervision sessions in accordance with Departmental procedures. You will also be expected to participate in learning and discussions (including team meetings) concerning the continued development of the service and how we can best meet the changing needs of the families we work with.
- To ensure that the work undertaken complies with the professional standards expected within the Department.
- To undertake responsibility for certain tasks both with cases and within the Family Centre setting and the building to ensure a smooth running and effective service is provided at all times.
- To assist in budgeting, care of the facilities and building and administration as directed by the Centre Manager and Assistant Team Managers. This includes supporting to ensure that the building and its facilities are maintained to a high standard, and that health and safety regulations are followed for yourself and the families visiting/residing in the building.

For the Community Setting:

- Family Assessment Workers will be required to take the lead in allocated parenting assessments. This involves the above responsibilities, but also the completion of a final report on the assessment. These reports will be submitted to the team commissioning the work, which may then be used for Child Protection conferences, Child in need work and more commonly, in court proceedings. This work will be overseen by a Assistant Team Manager but will be written by the Family Assessment Worker.

For those workers trained in Family Group Conferencing:

- Where workers have been trained to undertake Family Group conferences, and this task is allocated to them by the centre manager, they will be required to manage the Family Group Conferences within Wandsworth.
- Workers will manage their incoming referrals for the FGC, then arranging and co-ordination of the meetings. This includes liaising with the allocated social workers, meeting with the wider family networks of referred families, coordinating the FGC meeting and producing a plan/report to be shared with the family and professionals.
- This will also include reviews of the FGC plan where appropriate.

For the Residential Setting:

- Family Assessment workers in the residential setting will be required to work unsociable hours (including some weekends and evenings and some bank holidays) on a pre-determined shift rota.
- Workers will be required to manage a high level of risk and vulnerable families in the setting, sometimes without managers on site (out of core office hours).
- To understand and comply with Ofsted specific regulations and standards.

Generic Duties and Responsibilities

- To keep knowledge up to date of changing contexts at local and national level and take account of these in social care practice; modelling the social care role and contributing to the public face of the organisation.
- To promote a Signs of Safety approach in assessments, interventions, planning and service practice and developing the 'team around the family' model.
- Ensure that the voices and views of children and young people are sought, heard and represented appropriately; and evidenced throughout the work.
- To use innovative ways of working, taking into account research and experience from own and other services.
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- To contribute to the continuous improvement of the services for children and young people in Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
- To be available to work outside of office hours and at weekends as part of your scheduled working week. For the residential setting: to work as part of a prepared shift rota that requires working evenings, weekends as well as some bank holidays and sleep ins.
- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 1989, 2004, the Children and Families Act 2014, Working Together and other key legislation in relation to child protection and safeguarding. For the residential setting: Have an understanding of the Residential Care Standards Act and the National Minimum Standards and how this impact our work.

Person Specification

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Post Number/s:	S7332

Our Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the borough and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes for children and young people – a 'can do' attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Knowledge and understanding of the needs of children and young people; the ability to work effectively with children and their parents/carers and involve them in finding solutions to the issues presented.	A&I
Knowledge of relevant policy, legislation, guidance and best practice in safeguarding young people. For the Residential Setting: to ensure an understanding of the National Minimum Standards and Ofsted regulations that are required of the service.	A&I
A sound understanding of (and ability to draw on): <ul style="list-style-type: none"> • Child development and the needs of young people. • Family assessment tools and methods • Effective partnership working with families 	A&I

¹ These values and behaviours will be developed further as the SSA becomes established.

To be willing and able to participate in regular, reflective individual and group supervision for their allocated cases and personal development. This will also include being able to further their skills and knowledge through identified training relevant to the role.	A&I
Experience	
At least two years' experience of working with children and families in a paid position, including responsibility for areas such as specific allocated tasks, allocated service users, direct work, parenting programmes or other evidence-based approaches.	A/I
Skills	
The ability to work with very high risk and vulnerable families who will exhibit challenging behaviours, all whilst working in a pressurised environment. This includes ability to manage crisis within the settings. <u>For residential Staff:</u> This is particularly relevant after hours and over weekends when there is no management on site.	A&I
Knowledge of evidence-based practice and a track record of integrating this into your own practice and service delivery and the ability to identify appropriate assessment tools and interventions.	A&I
The ability to assess families' risks, needs and support required to make necessary progress on agreed actions and care plans, including the ability to engage and challenge families by holding them to account.	A&I
Ability to work as a team member and take responsibility for planning and managing an individual workload (including lead on assessments as necessary). This includes the ability to organise and manage your workload and deadlines, to work flexibly and to work effectively under pressure that demonstrates tenacity and resilience in facing up to obstacles/challenges. .	A&I
Ability to use IT systems to record casework and produce clear reports and correspondence. This should include the ability to express observations and assessments of clients both verbally and in writing in a clear, objective and non-judgemental way.	A&I
An ability to work with a variety of other professionals and support families to engage in other resources and services in the community. You will be required to represent the service and department positively through all you do (including through correspondence and in a range of different multi-agency and statutory meetings)	A&I
Understanding (and demonstration) of the differences between personal and professional boundaries and the need for these in an assessment setting whilst developing positive working relationships that engage families and involve them in their own decision making.	A&I
Ability to work as part of a team to ensure the safe running of the facilities and buildings that you are based in. This includes providing support for the safe day-to-day management of the building and its usage by colleagues and other professionals.	A&I
Ability to demonstrate an understanding of the Council's equal opportunities policy in respect of service delivery, and an awareness of the needs of differing cultural groups and other minority groups and what factors contribute to an abuse-free environment.	A&I

Qualifications	
<u>Essential</u>	
A relevant qualification such as NVQ; NNEB; Early Years Foundation, psychology/sociology degree, parenting programme / teaching certificate	A
<p><u>For the Community Setting:</u> Staff will be required to be part of a rota of early and late shifts to open and close the facility. Workers may, on occasion also be required to be available outside of office hours for specific pieces of work.</p> <p><u>For the Residential Setting:</u> Staff will work as part of a prepared shift Rota that requires them to work regular unsociable hours (including weekends, early mornings and evenings, and some bank holidays). Occasional Sleep in cover may also be necessary.</p>	

A – Application form

I – Interview

T – Test

C - Certificate