

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Thrive Keep in Touch Practitioner	Grade: SO1
Section: Early Help	Directorate: Children's Services
Responsible to following manager: Thrive Senior Practitioner	Responsible for following staff: N/A
Post Number/s:	Last review date: March 2019

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 Thrive Keep in Touch Service is part of the Thrive Pathway Team. The Keep in Touch Service will remain engaged with families, who have consented, and will support the family plan by providing information and advice on services and support at key points of transition and life changes. This support is available to families (0-19 years or 25 years with SEND) who live in Wandsworth. The Thrive Keep in Touch Service will work with the Thrive Wandsworth team to answer phone calls and emails from the public and professionals seeking advice and support services.

The Thrive Keep in Touch Service will also support families that are referred by universal and targeted services via EHITS.

Specific Duties and Responsibilities

1. Work closely with the Thrive Wandsworth team to ensure an excellent knowledge of local services and how they work to benefit children and their families.
2. To support the Thrive Wandsworth team in answering general phone calls. Work as part of the Thrive Pathway Team to ensure that families who have had intensive specialist intervention are continuing to be supported at key points of transition or life changes.
3. Keep in touch and support families in a variety of ways including group work, phone contact and electronic messaging.
4. To record the work undertaken with families and the outcome for the child.
5. To continue to support a family plan that has been put in place by Early Help or Children's Social Care.
6. To support families that are referred to the service via EHITS from universal and targeted services.
7. Broker appropriate service support that supports the family plan and check that this support has been provided and accessed by the family or young person.
8. Develop strong working relationships with key staff from health, education, social care and voluntary organisations to ensure families are able to access services in a timely manner.
9. Providing advice and support to families who have complex needs working in a solution focused way with families to identify how they want to move forward and improve outcomes for a child.
10. Working in a child focused way to ensure that the needs of the child remain at the centre of parents' planning by asking solution focused questions using the Signs of Safety and Wellbeing approach.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- 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.

Additional Information

N/A

Team structure

For the current team structure please go to The Loop

Person Specification

Job Title: Thrive Keep in Touch Officer Practitioner	Grade: SO1
Section: Early Help	Directorate: Children's Services
Responsible to following manager: THRIVE Pathway Senior Practitioner	Responsible for following staff: N/A
Post Number/s:	Last review date: March 2019

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Excellent knowledge of local services, how they can be accessed and how they work to benefit children and their families	I
Knowledge of how to engage families and develop a plan for keeping in touch with a family once an intervention has been concluded.	I

Knowledge of broking appropriate service support.	I
Knowledge of working with a wide range of partners from children's, adults and community services	I
Knowledge of signs of safety and wellbeing approach	I
Experience	
Experience of providing advice and support to families who have complex needs.	I
Experience of working in a solution focused way with families to identify how they want to move forward and improve outcomes for a child.	I
Experience of working in a child focused way to ensure that the needs of the child remain at the centre of parents' planning.	I
Experience of asking solution focused questions using the Signs of Safety and Wellbeing approach.	I/T
Experience of working with families with an SEND need.	I
Experience of supporting families where there are mental health issues.	I
Experience of safeguarding children and knowledge of when and where to escalate families are who need more intensive intervention or safeguarding from harm.	I
Skills	
You will have worked directly with children and families.	I
You will have worked with families with complex needs.	I
You will have worked in partnership with agencies from across the children's workforce.	I
You will have excellent communication skills, both in person and on the phone.	I
Qualifications	
Level 4 NVQ Diploma in Advice and Guidance or similar	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate