



**Post Title:
First Response - Family Help Worker**

Grade: F

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

- To act as a key worker and Lead Professional for children, young people and families with a range of needs.
- To facilitate Early Help Assessments and plans, deliver appropriate interventions as well as coordinating interventions delivered by other agencies. Supporting children subject to Team around the Family, Child Protection, Child in Need, and Youth Justice Plans.
- To support and offer professional challenge to agencies and families to bring about lasting change, to increase the resilience of the family and decrease dependencies on public services.
- You will deliver quality personal and social development interventions for children and families and support young people 0-19, to move successfully through education into adulthood through targeted interventions.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties



1. To work within an integrated framework to support vulnerable children, young people and families to improve their social, physical and emotional well-being, and to take responsibility for direct interventions, including work with those who may be resistant to engage.
2. To work in partnership with children and families and multiagency colleagues, to offer support and challenge, ensuring professional boundaries are set and maintained and to deliver and co-facilitate a range of evidenced based programmes and group work to support children and families to over-come barriers to help them meet their needs.
3. To engage with children, young people, and families, using a holistic approach to include them in planning, decision making and goal setting. To empower children, young people and families to contribute to the development of the service through evaluation, consultation, and feedback of services provided.
4. To be part of a duty system acting as the first point of contact for children, young people and families presenting as in crisis and to work in conjunction with the child, young person, family and partner agencies to address the concerns.
5. To take reasonable care for own health and safety and that of other people, ensuring the implementation of appropriate procedures and practice in line with current Health & Safety legislation.
6. To case hold work with children, young people and families with extensive needs, including Team around the Family, Children in Need, Child Protection to prevent escalation to Social Care or Youth Justice intervention, in line with current Safeguarding and other relevant policies and procedures.
7. To participate, co-ordinate or chair as required, multi-agency meetings as necessary. To act as a Lead Professional where appropriate within the relevant assessment framework. To work in partnership with families and agencies to carry out whole family assessment, plans and deliver interventions, minimising agency duplications.
8. To identify risk/s and seek advice and guidance from the relevant supervisor / manager in a timely manner.
9. To use analytical skills to undertake and prepare assessments, intervention plans, reports, including for Court and deliver appropriate support packages, including parenting programmes. To review assessments, plans and support packages against measurable outcomes within the framework of policies and procedures.
10. To make effective use of the electronic case management system and maintain confidentiality in accordance with the Data Protection Act and data sharing protocols. Ensure information is maintained accurately and up to date in line with NCC standards and procedures. And understand the use of performance data and the requirement for work to be completed timely and accurately to capture the relevant information



11. To understand and be committed to establishing and maintaining effective working relationships with voluntary and statutory agencies to ensure access to a range of high standard universal, targeted and specialist services, to support children and families.
12. To contribute to the creation and maintenance of good working relationships, at all levels, with colleagues in partner agencies, other City Council Departments, and with the local community.
13. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives. Work in partnership with the voluntary and statutory agencies to promote and improve services that are fully inclusive and accessible to all.
14. To be a proactive and positive member of the team, contributing to a problem solving and teamwork approach.
15. To attend team meetings, departmental and multi-agency forums as appropriate. To participate in the development, planning, review and evaluation of service delivery
16. To actively participate in individual supervision with Line Manager and any case over-sight supervision required by the relevant Supervisor, incorporating a reflective practice model.
17. To undertake training, professional learning and developmental opportunities as required. To participate and comply with Nottingham City Councils performance management procedures
18. Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct to uphold standards of best practice
19. Demonstrate good time management and a requirement to working evenings and weekends and some public holidays as per a rota, over 7 days, to provide a flexible and responsive service, including on-call arrangements.

Family Help Worker First Response

Conduct initial screening of information to determine eligibility of families for support services, ensuring accurate documentation, timely referrals, and signposting.

Family Help Worker Adolescence

Provided targeted support and interventions for adolescents and their families, addressing their unique developmental needs and challenges, fostering positive family relationships, with a key focus on family networks and working to prevent escalation of need and the admission of children into the care of the Local Authority.

Numbers and grades of any staff supervised by the post holder: N/A

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by - Wilf Fearon - Head of Early help services

Date – December 2024



Job title: Early Help Worker

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Qualification requirement	NVQ LEVEL 3 or equivalent.	✓	✓	✓
Knowledge	A practical knowledge and understanding of child development and the needs of children, young people, and families.	✓	✓	
	Sound knowledge of safeguarding issues and experience of applying legislation and policy and procedure to practice, including the relevant assessment framework and integrated working.	✓	✓	
	Knowledge and understanding of multi-agency & partnership working and the variety of services available to families.		✓	
	Knowledge of different theories, models and approaches to working with children and families and experience of applying these to practice.		✓	
	Understanding of the City Council and its strategic aims.		✓	
Skills / Abilities	Ability to communicate sensitively and effectively with children, young people and adults.	✓	✓	
	Ability to build good working relationships with families and over-come barriers to them engaging.		✓	
	Ability to manage allocated cases and a commitment to integrated working.	✓	✓	
	Ability to conduct assessments and analyse findings to formulate action plans, and the ability to produce high quality written records and reports.	✓	✓	
	Ability to represent Early Help Team in a variety of forums.		✓	
	Ability to think clearly under pressure and manage crisis situations.	✓	✓	
	The ability to work both independently and as part of a team.	✓	✓	



	Commitment to improving outcomes for children, young people and families.		✓	
	A commitment to high quality 'child-centred' family services.		✓	
	Ability to demonstrate a solution-focused approach that will give confidence to children, young people and their families.		✓	
Experience	Experience of working with vulnerable children, young people and adults, from a variety of backgrounds, in an outcome focused way.	✓	✓	
	Experience of supporting children, young people and families to manage change.	✓	✓	
	Experience of working in partnership with children, young people, families and communities to shape and enhance service provision.	✓	✓	
	Experience of effectively using a range of preventative and early intervention theories and models when working with children, young people & families to prevent the need for escalation to specialist services.	✓	✓	
Information Technology	Ability to use IT systems effectively, including departmental recording systems and Windows based information technology.	✓	✓	
	Ability to input and maintain case records, reports and correspondence.	✓	✓	
Work to promote mutual respect and good relations	Honesty and Integrity			✓
	Sensitivity to a diverse range of service users and evidence of responding to their different needs.	✓	✓	
	Experience of handling conflict and managing sensitive issues to achieve positive outcomes.	✓	✓	
	An understanding to the City Council's Equality and Diversity Policy, a commitment to its implementation and application in employment and service delivery.	✓	✓	
Work Related Circumstances	A commitment to supervision and professional development.	✓	✓	
	Be willing to work across Early Help teams as required to meet the needs of the service.	✓	✓	
	Willing to work flexibly and outside normal office hours.	✓	✓	
	Must be willing to undertake a CRB check at the appropriate level.	✓		
	Willing to comply with the City Council's non-smoking policy.	✓		



A - Application	AC – Assessment Centre	D – Documentary
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FINAL