

## Job Description

<b>Job Title</b>	Outreach Family Support Worker
<b>Directorate</b>	Children and Young Peoples Services
<b>Service Area</b>	Family Help
<b>Grade</b>	6
<b>Competency Level</b>	1
<b>Salary</b>	£35,412 – £39,862
<b>Job Type</b>	Hybrid
<b>Location</b>	Various
<b>Disclosure and barring service (DBS)</b>	Enhanced DBS with Child Barred List (Adult and Child Workforce)
<b>Job Evaluation Ref No</b>	A6892

## Job Purpose

Taking whole case responsibility to provide high quality, outreach and home-based Family Help support to children and families using a 'whole family' approach (level 2 and 3).

Delivering targeted support to children across age ranges (0 -25\*) and their families in order to prevent the need for statutory services and to ensure families access Universal services.

Between ages 19-25 relates only to adults where the SEND Code of Practice is applicable.

### **Directly Responsible For:**

Not Applicable

### **Directly Responsible To:**

Family Help Consultant Social Worker

### **Main Areas of Responsibility:**

- Act as case holders for children with multiple support needs that step down from children's social care. This will involve completing Family Help assessments, arranging Team Around the Family meetings and supporting families to improve outcomes for their children by taking on the role of the Lead Professional and associated tasks
- Offer support to children and their families when their support needs become more complex and reach level 4. Support is continued with these families to allow a smooth transition between Family Help and social care
- Provide intensive and targeted support to vulnerable children and young people. This includes using a child centred approach to provide high quality direct work, and bespoke packages and programmes of support to children. This also includes supporting adolescents with complex emotional and mental health problems
- Use developed communication skills to engage effectively with children and their families to identify their individual support needs, and explain different support options to the family in a manner that makes it easy to understand
- Assess family strengths & support needs through Family Help assessments. Build a flexible and responsive team around the family,



bringing in additional professionals to support families with multiple needs and be alert to changing circumstances of the child and/or young person both inside and outside the family home

- Formulate Team Around the Family plans that reduce risk and need. Take the lead for the coordination of professionals and services to implement the plan and take the lead for reviewing the plan at the required timescales
- Use de-escalation methods to reduce challenging behaviour from adults and children and young people in families
- Take the lead on resolving urgent and/or unexpected problems or situations as and when they arise during home visits
- Manage and prioritise workloads effectively to ensure that families receive the right level of support at the right time
- Ensure detailed reports are completed within a timely manner, adapt to changing priorities and manage urgent deadlines when required
- OFSW's will use a strength-based approach- which is underpinned by solution focused methods, promoting a whole family approach and use the Outcomes Framework to gauge and demonstrate progress towards positive outcomes
- Support families/carers in developing practical parenting strategies which enhance positive parent/carer-child relations. This can include facilitated meetings between family members
- Keep effective records on the electronic systems, which includes the recording of plans, assessments, chronologies and associated general notes
- Attend regular supervision sessions with the Consultant Social Worker and provide evidence that work is progressing and that plans are improving outcomes for children and young people
- Visit children, young people and families in their home environment to

provide targeted support to improve outcomes

- Meet the requirements set out in the Family Help Service Practice Standards
- Support the delivery of supervised contact for children that are open to Family Help
- Promote the safeguarding of children and young people in accordance with statutory guidance and legislation
- The post holder may also be required to carry out, as necessary, any other duty deemed to be commensurate with the grade and status of the post and the skills and experience of the post holder
- Make use of Information Technology as required by the City Council
- Attend staff meetings, reviews, planning meetings and conferences and contribute towards plans and objectives for children and young people
- Make use of all training and developmental opportunities and demonstrate responsibility towards own professional development
- Contribute to evaluation and development of services and new ideas by sharing knowledge about theory, skills and practice with other Children's Services staff, professional groups and interested bodies
- Establish working relationships with service users and actively engage them through consultation, participation and partnership. Ensure that service users views are always sought and recorded
- Maintaining an up-to-date knowledge through training, reading and supervision of the legal framework and responsibilities relevant to the requirements and location of the post
- Work within a performance management framework to carry out duties to the highest standard of professional practice, consistent with all of the City Council's policies, code of practices, vision, aims, values and principles

## **Supervision and Management Responsibility:**

- Not applicable

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- Some standing/walking when undertaking home visits

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- NVQ Level 3 in childcare and education, NND, Health and Social Care qualification, or can prove equivalent experience (A, I)

### Desirable

- A commitment to undertake further training and development

## Experience

### Essential

- Experience of direct work with children, young people and their families (A, I)
- Experience of effective collaborative and multi-agency working to support children and families (A, I)
- Experience of delivering outreach and home-based support to children and families to address areas of identified need (A, I)

### Desirable

- Relevant experience of providing support for children and families



- Experience of working in partnership with parents.
- Demonstrated knowledge of child development
- Sound knowledge of signs and symptoms of Child Protection issues
- Experience of delivering practical parenting strategies

## Skills/Abilities

### Essential

- Ability to communicate effectively, using good written and verbal skills with children, families, other professions and multi-disciplinary organisations in a wide range situation and at different levels (A, I)
- Ability to maintain accurate, reflective records in accordance with Recording with Care guidelines (A, I)
- Ability to work alone and as part of a team across a range of services including Health, Education, Children's Centres, School's Family Support Service, etc. to support parents in meeting the needs of their children (A, I)
- Ability to support the policies / procedures of the City Council including Safeguarding of Children (A, I)

### Desirable

- Ability to collaborate effectively and work in partnership with parents and professionals
- Ability to problem solve and empower families to make good decisions
- Ability to demonstrate resilience and emotional intelligence
- Ability to work innovatively to devise and deliver imaginative methods of supporting children, young people and families in crisis
- An understanding of legislation that relates to children and families

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to Family Help aims, objectives and principles

## Other

### Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- To work flexibly to support the overall operation of the Service (A, I)

### Desirable

- Ability to demonstrate good level of Computer and IT skills