

<b>Post title:</b>	Children and Families Support Worker
<b>Grade:</b>	F
<b>Responsible to:</b>	Practice and Early Help Coordinator
<b>Staff managed:</b>	None
<b>Directorate:</b>	Children and Young People's Service
<b>Service:</b>	Children and Families - Early Help
<b>Job family:</b>	<b>C&amp;S - Care &amp; Support</b>
<b>Date of issue:</b>	April 2023

### Job context

As part of the Children and Young People's Service you will be working with colleagues who have a commitment to shared values and the common purpose of developing a culture of inter-agency working; including statutory bodies, third and private sector organisations.

The Service will reflect the needs of the communities that it serves. This will require staff at all levels being able to work flexibly to include early morning, evening and weekends and in different venues.

All staff will have a commitment to integrated working, involving good interagency working that requires positive relationships with partner services, agencies and organisations.

The post holder will do this within an overarching strengths based approach and within the Signs of Safety framework, provide direct task-centred and evidenced based interventions work with children, young people and their families/carers. This will include implementing, delivering and evaluating interventions on an on-going basis.

Work may be carried out in NYC premises, in the family home or in other venues.

Delivery of services is via a locality hub based model.

There may be significant travel implications due to size of areas covered and out of hours response needed.

#### Job Specifics:

- To support the delivery of a wide range of intervention and support within a specified service / designated area. Working in partnership with parents, children, carers, young people and their families to improve outcomes for them through the provision of targeted and evidenced based interventions
- Understand your role in promoting the normal development of children and young people.
- Work with children, young people and families to provide effective support, influence behaviour and improve outcomes.
- Deliver a range of evidenced based interventions to support children, young people and families to achieve positive and sustainable outcomes.

The post holder will require:

- DBS clearance
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English

*NYC is committed to taking all reasonable steps to protect our staff teams and the community we serve. As this role involves working closely with our most vulnerable client groups, post-holders must have received both doses of an authorised COVID vaccine, plus a booster dose, or have a valid medical exemption.*

### Job Purpose:

To deliver and support targeted sessions and programmes to children, young people and families in order to achieve positive outcomes in line with the Early Help Strategy. To deliver supervised contact for children and families open to Children's Social Care.

<p><b>Children and Young Person Development:</b></p>	<ul style="list-style-type: none"> <li>• Deliver evidenced based interventions, maintaining fidelity, and ensuring effective monitoring of outcomes.</li> <li>• Deliver outreach support sessions covering aspects of child development and parenting skills as directed.</li> <li>• Contribute as requested to assessments of children, young people and families and development of plans, providing information relating to ongoing interventions with the child and family.</li> <li>• Work directly with children and young people and their parent/carers by delivering community based activities.</li> <li>• Undertake both group work and regular one to one sessions with young people and families to develop and enhance parenting skills and build relationships using evidence based models of intervention.</li> <li>• If required, provide information &amp; evidence related to ongoing work that may be required in court in relation to care or other proceedings.</li> <li>• Understand your own role and its limitations and the importance of providing care or support.</li> <li>• Deliver supervised contact activity between children and their families open to CSC.</li> <li>• Support work with children, young people and families on social interaction skills, risky and emotional behaviour, and to promote individual and community engagement.</li> <li>• Use approaches that match the maturity and development needs of the child/young person.</li> <li>• Support individual Early help casework as defined by Early Help Practice supervisor</li> <li>• Maintain a sound knowledge of relevant legislation, research and practice and take responsibility for your on professional development.</li> </ul>
<p><b>Resource management:</b></p>	<ul style="list-style-type: none"> <li>• Provide transport for children and families to support engagement with relevant agencies and services.</li> <li>• Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibility as defined in the Health and Safety policy and procedure.</li> <li>• Work with colleagues and others to maintain health, safety and welfare within the working environment.</li> <li>• Assist in quality assurance procedures and give support to monitoring, recording and evaluation systems in line with policy guidelines.</li> <li>• Ensure continued personal development to maintain knowledge and skills around evidenced based interventions.</li> <li>• Engage in regular peer supervision support and training.</li> <li>• Maintain a sound knowledge of relevant legislation, research and practice and take responsibility for your own professional development.</li> <li>• Work within agreed budgets, targets and performance indicators.</li> </ul>
<p><b>Partnerships:</b></p>	<ul style="list-style-type: none"> <li>• Develop effective working relationships with colleagues from within the Children and Young People's Service and from partner organisations to ensure that children, young people and their families understand the options that are available to them at key transition points.</li> <li>• Work proactively with communities and partner agencies in developing provision for children / young people.</li> <li>• Work towards inclusive and safe communities and promote the services that are available in the Service to the local community, Councillors and other stakeholders.</li> </ul>
<p><b>Support transitions:</b></p>	<ul style="list-style-type: none"> <li>• Support children and families through key transitional stages.</li> <li>• Deliver short term intervention activities to reduce exclusions and anti-social behaviour</li> <li>• Encourage parents/carers to access appropriate parenting courses that will enable them to support their children through transitions.</li> </ul>
<p><b>Communications:</b></p>	<ul style="list-style-type: none"> <li>• Offer advice and guidance in respect of services provided by the Children and Families Service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop positive relationships with children and young people which promote their personal and social development and which widens their experiences and horizons.</li> <li>• Ensure that children and young people are heard and to support their engagement in local consultation.</li> <li>• Ensure that Service provision is effectively promoted to children, young people and their families in local communities and other appropriate settings.</li> <li>• Actively engage vulnerable children, young people and families.</li> <li>• Offer non-judgemental support to children, young people and their families.</li> <li>• Ensure that children/young people and their parent/carers are involved in monitoring and evaluating the Service using a variety of approaches.</li> <li>• Maintain contact with vulnerable children, young people and families as agreed by the case holding practitioner.</li> </ul>
<b>Systems and information:</b>	<ul style="list-style-type: none"> <li>• Understand the importance of consent and comply with the procedures for obtaining consent from children, young people and their families.</li> <li>• Share information with partners in accordance with the North Yorkshire Information Sharing Protocol.</li> <li>• Be competent in the use of the Council's relevant Management Information Systems. Maintaining and updating case notes and other records and contribute to reports.</li> <li>• Input data on to the designated management information systems.</li> </ul>
<b>Safeguarding:</b>	<ul style="list-style-type: none"> <li>• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.</li> <li>• Understand and comply with referral processes within the Service and to access additional support for young people.</li> </ul>

**Person Specification:**

Essential	Desirable
<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of developmental needs of children and young people and how this impacts on a child's behaviour and ability to interact appropriately with others and engage in activities.</li> <li>• Knowledge of safeguarding and child protection.</li> <li>• Awareness of Health and Safety Requirements.</li> <li>• Understand about risk taking behaviour and how this impacts on children/young people.</li> <li>• Understand the impact that technology and society impact on a child / young person's emotional and social development.</li> <li>• Recent experience of working with children and/or young people and families</li> <li>• Delivering group work activities with children and/or young people</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the legal framework for working with children &amp; families.</li> <li>• Knowledge of evidenced based interventions.</li> <li>• Experience of delivering planned interventions to children, young people &amp; families.</li> <li>• Experience of working with hard to engage children and young people and/or their families.</li> <li>• Experience of contributing to assessments and plans.</li> <li>• Community development work.</li> <li>• Experience and understanding of inter-agency and multi-disciplinary working to deliver joint outcomes</li> </ul>
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to persuade and motivate children, young people and families to adopt a positive approach to change and to improving their personal circumstances.</li> <li>• Good written and verbal communication skills.</li> <li>• Competent in the use of communication using social media and technology including use of email, Facebook and the internet.</li> <li>• Competent in using standard software packages.</li> <li>• Ability to ensure group work and activities are inclusive and promote participation.</li> <li>• Ability to organise own workload.</li> <li>• Willingness to participate in appropriate levels of training and staff development.</li> <li>• Ability to form and maintain appropriate relationships with children/young people and parent/carers.</li> <li>• Ability to form and maintain professional working relationships with staff teams and colleagues from partner agencies.</li> <li>• Self-motivated and able to work on own initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to plan programmes of work with children and their families.</li> <li>• Ability to work as part of a team, especially a multi-disciplinary team.</li> </ul>
<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Link</a></li> </ul>	
<p><b>Professional Qualifications</b></p> <ul style="list-style-type: none"> <li>• Ability to undertake a level 3 qualification.</li> </ul>	<p>A relevant level 3 professional qualification related to working</p>

with children/young people or family setting.

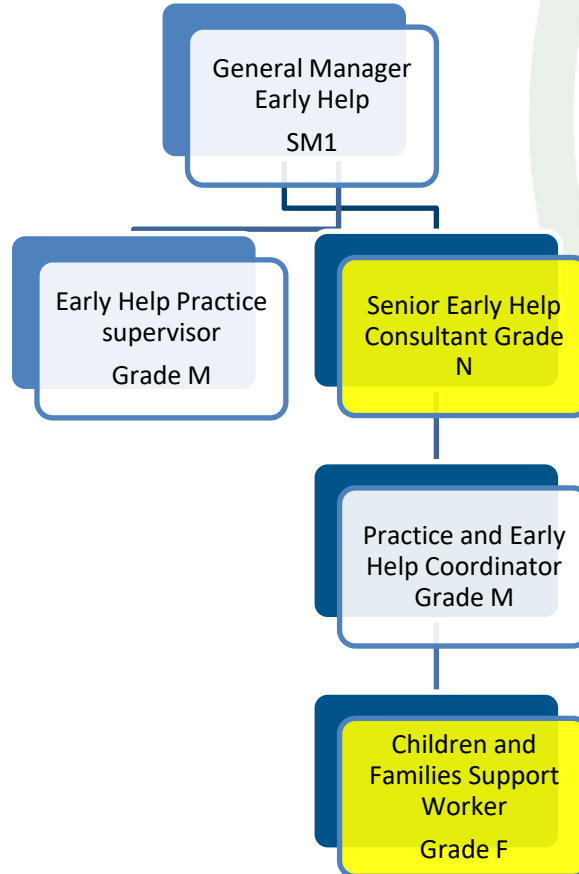
**Other Requirements**

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours

**Career progression:**

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

## Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.