



Person Specification

JOB TITLE:	Early Help Support Officer	POST NO:	
SCALE:	Grade 10	DEPARTMENT:	People and Communities Directorate
DIVISION:	Children's Safeguarding	DIRECTOR:	Wendi Ogle-Welbourn
DATE:	Reviewed 05.03.18.	COMPLETED BY:	Karen Moody

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge and understanding of Every Child Matters agenda, relevant legislation and child protection procedures. (A/I) • Knowledge of children and family assessment frameworks. (A/I) • Knowledge and experience in the use of integrated processes and tools to identify and support children, young people and families requiring additional support in order to improve outcomes.(A/I) • Knowledge of partnership working and how to engage a wide range of partner agencies in change processes. (A/I) • Well developed knowledge and understanding of the role and purpose of early intervention processes and their application in relation to safeguarding children and young people (A/I) • Practical knowledge of the framework for the Continuum of Needs (A/I) • Competent working knowledge of common ICT software applications including Word, Excel, Outlook and willingness to learn the Liquidlogic Early Help Module system (A/I) 	Knowledge of Health and Safety Legislation (A)
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to work across agencies, challenge existing working practices and to suggest appropriate changes. (A/I) • Able to innovate and to help introduce new approaches to deliver children's services. (A/I) • Ability to work on your own initiative, to think laterally and to problem solve.(A/I) 	Ability to consult with children, young people and families to bring about improvement to services (A/I)

	<ul style="list-style-type: none"> ● Ability to broker solutions between agencies. (A/I) ● Ability to work with tact and diplomacy. (A/I) ● Ability to motivate others and take decisions. (A) ● Highly developed interpersonal skills (A/I) ● Excellent oral and written communication skills, coupled with good listening skills (A/I/) ● The ability to communicate with a wide range of audiences in a variety of settings including delivery of presentations and briefings (A/I/) ● Ability to work flexible hours in a variety of locations / settings. (A) ● Ability to monitor outcomes, achieve targets, evaluate projects and report results.(A/I) ● Ability to manage a delegated budget as agreed by the Team Manager (A/I) ● Good personal organisation, including IT skills and time management. (A/I) ● Ability to directly engage vulnerable and sometimes challenging families in early help assessment and support services 	
EXPERIENCE	<ul style="list-style-type: none"> ● Experience of working in multi-agency and multi-disciplinary settings (A/I) ● Experience of successful partnership working involving facilitating change. (A/I) ● Experience of working with other partners and agencies in developing and implementing joint initiatives.(A/I) ● Experience of establishing monitoring and evaluation systems and processes (A/I) ● Experience of leading / chairing meetings. (A/I) ● Experience of designing, delivering training in a multi-agency setting. (A/I) ● Experience of monitoring and evaluating the effectiveness of training plans and programmes. (A/I) ● Experience of working as part of a team including defining a common purpose, sharing information and working under pressure towards targets (A/I) ● Experience of working directly with children and families 	

QUALIFICATIONS	<ul style="list-style-type: none"> • A relevant professional qualification in Social Care, Education, Health, Youth Work, Careers Guidance etc. e.g. DipSW, BEd, Registered Nurse, or NVQ Level 4 equivalent gained in setting associated with children or young people and families or equivalent level of relevant and previous experience (A) 	<ul style="list-style-type: none"> • Evidence of ongoing professional development
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Able to work in a flexible manner to meet project schedules and deadlines. (A) • Able to work in Chord Park, Godmanchester on a rotational basis with other Early Help Support Workers to ensure an Early Help Support Worker is present in the MASH every day. • Willingness to have enhanced police check for access to Chord Park, Godmanchester 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A/I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A/I) • The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the role (A/I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]