

## Job Description

**Department:** People and Communities

**Division/Section:** Children's Services/Early Help

**Job Title:** Family Researcher (Supporting Families)

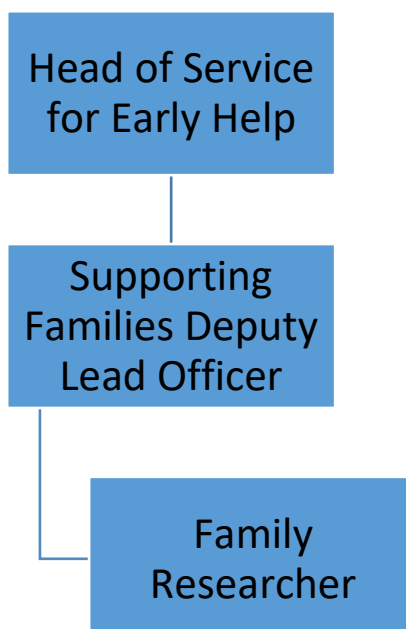
**Post No:**

**Grade:** Grade 7

**Reports to:** Supporting Families Deputy Lead Officer

**Organisation  
Chart:**

Show immediate  
manager and any  
jobs reporting to  
this post.



**DBS Check  
applicable?**

Basic ☒ Standard ☐ Enhanced ☐ None ☐

**Is post exempt under the Rehabilitation of Offenders Act  
1974 in respect of declaration of spent convictions?**

Yes ☐ No ☒

**Line Management  
responsibility for:** None

**Size of budget:**

N/A

**Job Purpose:**

To access a wide range of partner information systems to assess whether families meet the criteria for the Supporting Families initiative.

To work closely with the Early Help team to ensure that all Early Help Assessments are checked for whether they meet the Supporting Families criteria.

Through direct engagement with Lead professionals, track and follow-up individual family progress on all aspects of the Supporting Families programme in order to identify and record evidence to demonstrate significant and sustained progress.

To assist the Supporting Families data team in recording and reporting on the Troubled Families agenda as required by MHCLG according to the programme contract.

**Main Duties and Responsibilities:**

- To monitor all current and incoming Early Help Assessments to check whether the family qualifies for the Supporting Families programme.
- To follow up and track family progress with the identified Lead Professional by a variety of communication methods, and accurately record responses received in line with internal audit's requirements.
- To gather information from databases from a variety of agencies and sources including as appropriate Children's Social Care (Liquid Logic), Early Help Module (Liquid Logic), Salesforce, schools (CapitaONE), the Youth Offending and Young People's service (Aspire), Safer Peterborough Partnership (eCins) to support effective data exchange in accordance with information sharing protocols and agreements.
- To liaise directly with a range of key partners to ensure up to date and accurate information on families, including their current situations and barriers to progress, is obtained and recorded on the Supporting Families case management system.
- Build strong, trusting working relationships with Lead Professionals to enable the open sharing of information where appropriate.
- To evaluate information obtained against the Supporting Families Outcome Plan and record and evidence all cases where significant and sustained progress has been made against Outcome Plan Indicators so that the Local Authority can make Payment by Result claims according to the Troubled Families financial framework.
- To assist in the development and implementation of information sharing to support the needs of the Early Help team.
- To identify cases where Supporting Families success criteria look unlikely to be met and signpost Lead Professionals to the appropriate Early Help Coordinator to evaluate what additional support can be provided to remove barriers to progress.
- To maintain accurate records relating to all actions taken and advice given.
- To monitor unfinished Early Help Assessments and identify how these assessments can be moved through the system.
- To identify drift in cases (through inactivity on the system) which is likely to result in success criteria not being met.
- To support partner agencies through advice and guidance on data input to meet the requirements of the signed individual partner Information Sharing Agreements

- To liaise with partner organisations for information which may not have been inputted into systems to address the above.
- To respond to enquiries for data sets from partner agencies and support them in managing and responding for our own return data requests and liaise with third party providers to ensure that data transfer is frequent (as required) and secure.
- To be part of the Supporting Families project team and identify further opportunities for the development and improvement of multi-agency working in Peterborough.
- To contribute to the Peterborough City Council Outcome Plan ensuring compliance with the Troubled Families Financial Framework.
- Undertake other tasks as appropriate to contribute to the effective management information and quality assurance processes of the People and Communities Services Directorate.

<b>Generic Responsibilities:</b>	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health &amp; Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<b>Flexibility Clause:</b>	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
<b>Variation Clause:</b>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

**DATE: 29/09/21**

**COMPLETED BY: Karen Moody**  
**(Reviewed by Lisa Fisher)**

## Person Specification

**JOB TITLE:** Family Researcher  
(Connecting Families) **POST NO:**

**GRADE:** **DEPARTMENT:** Early Help Service

**HOURS** 37

**DIVISION:** People and Communities **DIRECTOR:** Wendi Ogle Welbourn

**DATE:** 29/07/2021 **COMPLETED BY:** Karen Moody

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Awareness of the range of issues affecting families. (A)</li> <li>• Knowledge of support services for children, young people and families. (A)</li> <li>• Knowledge and experience of data management, including data collection, analysis, research and presentation. (A)</li> <li>• An understanding of the importance of maintaining confidentiality. (A)</li> <li>• Knowledge of partnership working at all levels including an understanding of the organisational structures of public and private organisation partner agencies. (A)</li> <li>• Knowledge of the Early Help agenda. (A/I)</li> <li>• Knowledge of the national Supporting Families agenda. (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a field relating to children's services, criminal justice, adults services, mental health or similar profession</li> <li>• Previous experience of working with families with complex needs</li> <li>• Awareness of the range of support services for children, young people and families in need of help</li> <li>• Knowledge of Salesforce, Liquid Logic, Aspire, and/or CapitaONE databases</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively by telephone, verbally and in writing. (A)</li> <li>• Able to engage and build a rapport with Lead Professionals and partner organisations. (A/I)</li> <li>• Able to approach Lead Professionals with confidence and sensitivity. (A)</li> <li>• Ability to maintain information systems, capable of capturing the wide range of partnership information for monitoring and reporting requirements. (A/I)</li> <li>• Strong problem solving skills to handle a changing environment with at times conflicting priorities. (A)</li> <li>• Ability to provide routine and exceptional analyses of complex data and contribute to local research requirements. (A)</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiation skills</li> <li>• Assertive approach</li> </ul>

	<ul style="list-style-type: none"> <li>• Good level of ICT skills, including using MS Office applications. (A/I)</li> <li>• Able to perform effectively under pressure and to meet challenging deadlines. (A)</li> <li>• Able to work effectively alone and as part of a team. (A/I)</li> <li>• Commitment to improving services for families in Peterborough. (A)</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven experience of data management and performance management systems. (A)</li> <li>• Experience of maintaining paper and IT based information. (A)</li> <li>• Proven experience of manipulating and interrogating data sources to find information (A)</li> <li>• Undertaking qualitative or quantitative evaluation work or research. (A)</li> <li>• Experience of working with a range of partner organisations. (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a criminal justice, substance misuse, health, local authority or related service.</li> <li>• Experience of developing and/or holding responsibility for data sharing and/or data security protocols</li> <li>• Experience of working with children, young people or families <b>or</b> services that support these</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• IT Qualification and/or significant equivalent relevant experience. (A)</li> <li>• GCSEs A-C (or equivalent) in English and ICT. (A)</li> <li>• Relevant NVQ 3 or equivalent. (A)</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I)	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care (A)</li> <li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the role (A/I)</li> </ul>	

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