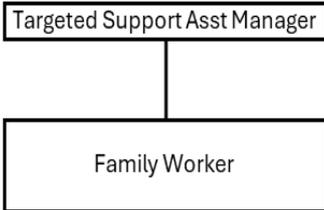


**Job Description**

<b>Department:</b>	People and Communities
<b>Division/Section:</b>	Children's Services
<b>Job Title:</b>	Family Worker
<b>Post No:</b>	014239
<b>Grade:</b>	8
<b>Reports to:</b>	Targeted Support Assistant Manager
<b>Organisation Chart:</b> Show immediate manager and any jobs reporting to this post.	 <pre> graph TD     A[Targeted Support Asst Manager] --- B[Family Worker]             </pre>
<b>DBS Check applicable?</b>	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	<b>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Line Management responsibility for:</b>	<b>No. of direct reports: 0</b> <b>No. of indirect reports: 0</b>
<b>Size of budget:</b>	None
<b>Job Purpose:</b>	To work with families and other partners to assess, provide and co-ordinate interventions to meet identified support needs of families with children and young people aged 0-19 years in the family home, through in-person, face to face support. To facilitate and deliver support and interventions which improve parental capacity and family relationships for families seeking additional targeted support.

This Local Authority provision will complement existing commissioned services delivering family support as part of the Targeted Support offer.

It is expected that each family on the workers case load would receive between one and two visits per week which may involve some early morning or teatime visits. There is an expectation that the family workers will have or agree to be trained in Evidenced Based parenting Programmes; have prior experience of working with families; and if possible have experience of trauma-informed approaches. The post holders would not only provide generic family support, but also be able to act as an advocate where needed; accompany the family on appointments if needed; support with form filling; and debt and financial advice.

## Main Duties and Responsibilities:

- To provide individual support to families in the family home who are affected by a range of issues which can include disability, domestic violence, welfare rights parenting and challenging behaviours.
- To provide time-limited interventions as directed by the assigned Manager with clear objectives, outcomes and exit strategies.
- To assess the needs of the family where no current Early Help Assessment exists in order to promote their well-being and improve outcomes.
- To work with Early Help colleagues as part of a Team Around the Family, which includes attending external meetings fulfilling the roles of Lead Professional in some situations.
- To develop and use a range of innovative approaches to effectively engage with and develop services for families, especially those who are hard to reach.
- Where needed, to help parents embed the learning from Evidenced Based Parenting Programmes
- Where needed, deliver an Evidenced Based Parenting Programme (Webster Stratton Incredible Years or Triple P) in the family home on a one-to-one bases, sometimes with the additional support of an interpreter
- To work with families and other agencies to develop and co-ordinate the delivery of a shared support plan.
- To refer families to specialist and other services when appropriate and with consent in accordance with required protocols and monitor family progress and engagement with referred services.
- To ensure that the Peterborough City Council policies, procedures and practice for safeguarding and promoting the welfare of children are implemented effectively. This will, on occasions, require the worker to submit a direct referral to Children's Social Care.
- To record all interactions and interventions on the Local Authority Liquid Logic case management system for which training will be provided. The expectation is that the case recording will meet children's social care standards.
- At the end of an intervention, to complete an end of intervention impact report and seek engagement from the family to engage in providing feedback on support provided.

<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 postholder.</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: May 2025**

**COMPLETED BY:  
Jodie Lefevre**

Version: 1

Date Issued: February 2017

Review Date: February 2019

**Person Specification**

<b>JOB TITLE:</b>	Targeted Support Family Worker	<b>POST NO:</b>	
<b>GRADE:</b>	8	<b>DEPARTMENT:</b>	People and Communities
<b>HOURS</b>	37		
<b>DIVISION:</b>	Children's Services, Early Help	<b>DIRECTOR:</b>	John Gregg
<b>DATE:</b>	May 2025	<b>COMPLETED BY:</b>	Jodie Lefevre

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of Every Child Matters agenda, relevant legislation and child protection procedures. (A/I)</li> <li>• Knowledge of children and family assessment frameworks. (A/I/W)</li> <li>• Knowledge of partnership working and how to engage a wide range of partner agencies in change processes. (A/I)</li> <li>• 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)</li> <li>• Competent working knowledge of common ICT software applications including Microsoft office 365 and willingness to learn the Liquidlogic Early Help Module system (A/I)</li> <li>• Knowledge and understanding of the Troubled Families agenda</li> <li>• The Data Protection act in relation to working with Children families and multi-agency working.</li> <li>• Equal opportunity and diversity in assessing and responding to the needs of children and families</li> <li>• An understanding of motivational interviewing and the way in which this can be used to improve family outcomes</li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Proficient in Microsoft Word, Excel and Outlook</li> <li>• Experience of Web-based software/</li> </ul>	

	<p>programmes such as electronic case file management system</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills – effective in a variety of settings and range of people.</li> <li>• Effective persuading, communicating and interpersonal skills to gain commitment, confidence and compliance.</li> <li>• Responsive to direction and challenge.</li> <li>• Demonstrates an excellent customer service approach</li> <li>• Proficient time management skills</li> <li>• Skills in collating and sharing data</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Professional experience of engaging in family support with vulnerable families</li> <li>• Experience of providing home visits and planning with the family a delivery plan to improve outcomes</li> <li>• Experience in running family support programmes and parenting courses</li> <li>• Practical experience in identifying innovative ways to engage with hard-to-reach families</li> <li>• Experience of working in within a multi-agency team and the TAF process</li> <li>• Experience of using electronic case recording systems.</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• NVQ level 3 qualification in Child Care, Health or Social Care or equivalent experience</li> <li>• Evidence of recent and continuing professional development in relation to child development and family support practice.</li> <li>• Incredible Years (Webster Stratton) trained and /or Triple P trained or willingness to engage in the training</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• A car driver and access to a car for work purposes</li> <li>• Regular travel within the Peterborough area</li> <li>• Flexible approach to hours due to possible travel and supporting the needs of colleagues and service users.</li> </ul>	
<b>EQUALITY</b>	<p>Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A &amp; I)</p>	
<b>CUSTOMER CARE</b>	<p>Knowledge and understanding of effective customer care (A &amp; I)</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the role (A/I)</p>	

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

Version: 1	Date Issued: February 2017	Review Date: February 2019
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