

Job Description

Early Help Support Worker

Role Profile	Specialist Grade G or JNC 13-21
Service/Team	Early Help
Reports to	Team Manager
Responsible for	N/A
Number of posts	N/A
Post number	TBC
Career Grade	N/A

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by delivering high quality programmes that help to secure positive outcomes for children young people and their families.

Job Overview

- To work as member of the Early Help service operating peripatetically across a locality, Family Hub and/or Youth Access Point reach area, delivering high quality interventions of support to children, young people, families and partners the work partners to improve outcomes for children and build parental capacity, strengths and resilience.
- When required act as a lead professional playing a key role in managing risk and securing positive outcomes through robust case work, including thorough assessment and outcomes focused timely planning and ensure the safe transfer of cases to statutory services when required.
- To deliver evidenced based programmes of work or activities to support improved outcomes.

Key Responsibilities

- To work peripatetically across BCP delivering high quality programmes, targeted groups and individual interventions within Family Hubs, Youth Access Points, schools, settings and other venues as required to improve outcomes for children, young people and families.
- To plan, deliver and evaluate the impact of programme activity and feedback strengths and key areas for development to managers in order to inform future planning.
- To undertake observation, assessment and progress tracking in order to measure outcomes, providing feedback to parents as appropriate.
- To actively engage with community, voluntary, providers and partner agencies including schools, health and community policing to support access to programmes to build capacity across BCP conurbation.
- **When required to, act as a case holding lead professional undertaking appropriate assessments in order to accurately assess risk and create high quality intervention plans to improve outcomes for children and young people.**
- Ensure that the child/young person/family is at the centre of professional planning, assessment and intervention and that the views and wishes of the child and /or family (as appropriate) are sought to understand and shape the level of intervention required.
- To actively engage in community and cluster meetings/events and build professional, collaborative relationships with a broad range of partners.
- To work with the team and share responsibility for maintaining high quality, engaging learning environments within family hubs and youth access points.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- Apply principles of anti-discriminatory practice to identify the potential for and/or redressing the negative impact of racism, homophobia, discrimination based on gender, ethnicity, disability, class, culture, language or religion to ensure that children and young people are treated with dignity and respect.
- To organise and take part in regular consultation events designed to seek the views of service stakeholders.
- To work under the direction of the team manager or Senior Practitioner and engage in reflective case supervision to enhance existing practice, seek advice on individual cases – especially where complex, develop personal resilience, and promote continuous professional development.
- Deliver high quality services and embed best practice principles and a positive learning culture within service area with enthusiasm and commitment, supporting and coaching colleagues as necessary.
- To work to a high standard in accordance with agreed policies and procedures of the Council.

Thematic Duties

As the needs of children, young people or families are identified, officers will be required to work to a set of thematic duties according to their individual skills, training and experience. These include but are not limited to;

- **Early years activities** - child development and school readiness, individual and group work primarily offered through Family Hubs, Community settings such as nurseries or community centres, home visiting or outreach.
- **Family Hub activities and programmes** – individual and group work, delivery of evidence based programmes and interventions
- **Adolescent support**, activities and interventions, individual and group work, primarily through Youth Access Point, community settings, detached or outreach settings
- **Prevention of NEET** offering Early Help Information, Advice & Guidance (IAG) and Employment, Education & Training (EET) support to young people.
- **Young Carers Support** – individual and group activities for children and young people with caring responsibilities to help them achieve and maintain positive outcomes.
- **Case Management Lead Professional**, completion of Early Help Assessments, Coordinating Family Network Meetings and outcome focused care planning.
- **Edge of Care support**, individual and group interventions and activities aimed at keeping children and young people at home and reducing the need for entry to the care system
- **Reunification Support** – support to children and young people exiting the care system to maintain residence in a secure family environment and achieve positive outcomes.
- **Partnership Support** – Training, coaching and support to partners operating within the Early Help System, supporting them to act as Lead Professionals, Undertake assessments, and coordinate care plans.

Specific Qualifications and Experience

- 3 A levels, minimum NVQ 4 in related field (or equivalent in experience)
- Sound knowledge of child development 0-11yrs or adolescences 11-19yrs, the work practices, systems, processes and procedures relevant to own area of work,
- A flexible and inclusive approach to case work, understanding different customer needs
- Experienced in completing observations, written assessments and making evidence based and outcome focussed decisions using proactive risk management within set procedures.

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- Proven experience of delivering direct interventions which contribute improved outcomes for children, young people & parent/carers
- Working knowledge of relevant legislation & statutory guidance (Children Act, Equality Act, Human Rights, EYFS & Data Protection)
- Experience of appropriate sharing of information & sound understanding of GDPR/confidentiality
- Experience and understanding of Safeguarding and Child Protection
- A good understanding of Early Help Services

Personal Qualities & Attributes

- Able to build supportive, positive and trusting relationships with others and seek to resolve any barriers to collaborating with others by communicating openly.
- Able to carry out assessments against set criteria
- Committed to learning and CPD and able to coach and mentor others
- Appreciate diversity in both customers and colleagues and consider their specific needs, proactively approach interactions with customers, using diplomacy and tact where issues could become contentious.
- Solutions focused and able to make recommendations to managers and colleagues about more complex decisions and improved ways of working
- Plan and organise own workload in an environment of change and where there are competing demands.
- Excellent interpersonal and communication skills both written and verbal and able to establish effective relationships with children, young people, families/ carers and a wide range of professionals
- Able to understand and implement professional boundaries and role model this behaviour with others.

Job Requirements

- Enhanced DBS check
- Ability to travel across the BCP area using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- Willingness to work occasional evenings and weekends when required

Drafted April 2024.