

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	Senior Early Help Worker
DIRECTORATE	Children & Adults
SERVICE AREA	Early Help
RESPONSIBLE TO	Team Leader
GRADE	Range 4

MAIN PURPOSE OF JOB

Medway Early Help works holistically with families with multiple and complex needs to enable them to make changes and improvements to their lives. The Senior Early Help Worker works closely with colleagues and families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to the family as well as acting as a lead co-ordinator for any additional support services.

The Senior Early Help Worker acts to provide a high quality, effective and responsive service for all children, young people and their families, giving them encouragement to get involved in activities that complement and enhance their personal development. Additionally, more targeted support will be provided at critical times of a child or young person's development where required.

To work closely with colleagues from Statutory Services, Youth Services, Housing and with partners from the Police, Health, Education.

To comply with legislation, statutory guidance and local policies and procedures.

ACCOUNTABILITIES

Plan, design and deliver a strong Early Help offer through a diverse range of open access provision for children and young people with a focus according to professional background This work may take place in a range of different settings:

Encourage and support children and young people's engagement in informal education and positive activities, and maximising the use of Medway Council's resources.

Work closely with colleagues as required to devise and implement interventions and programmes with young people and their families in various settings including, school, college, family homes, youth clubs and other relevant community facilities. Assess and balance risk, vulnerability and protective factors to safeguard and promote the welfare of young people and staff.

Establish rapport and build a respectful, honest, challenging and supportive relationship with children and young people including those who may previously

have had little contact with services and may be hard to reach. Communicate effectively to ensure that their views are heard, recorded accurately and, wherever possible, acted upon using a range of tools.

Promote the active involvement and participation of children and young people in the design, development and evaluation of their own plans as well as for new services.

Identify targets for improvement in line with the business priorities and designed to achieve excellent outcomes. Tie all work to observable or measurable indicators of success and take action to ensure progress of those indicators.

The Senior Early Help Worker will be expected to work flexibly across different hubs in different geographical areas as required in order to promote cross-hub working and service delivery.

The Senior Early Help Worker will have a specialism (such as DA, Mental Health, Neglect) to help promote effective service delivery

The Senior Early Help Worker will manage a complex Children and Families caseload of various levels of high complexity involving assessments, reviews, interventions and preparation of reports to effectively meet the needs of the child.

The Senior Early Help Worker will also help to facilitate active and effective case discussion with colleagues.

The Senior Early Help Worker will be required to be an ambassador, represent and participate in the Multi Agency Safeguarding Hub to promote effective service delivery as a key partner.

To help provide innovative family centred interventions designed to motivate and engage whole families with multiple needs to reduce crisis, enabling them to gain greater control and stability in their lives and make informed choices about the health wellbeing and safety of children and families as a whole unit.

Initiate and develop close working partnerships with statutory agencies, voluntary and private sector agencies, carers and those with parental responsibility in order to facilitate good outcomes for children and their families.

To support colleagues in helping to maintain accurate and up to date records in line with Data Protection legislation and use the Children's Recording System to promote effective case management.

To be available for supervision, as required and to prepare for supervisory sessions, as required by the Team Leader

To support flexible service delivery that can involve twilight working (3-7pm)

CORPORATE ACCOUNTABILITIES

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to Section 17 of the duty of Crime and Disorder Act 1998 to prevent crime and disorder.

At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

The children and young people of Medway have said the following qualities are really important to them:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be consistent and Stable
- ✓ Be contactable
- ✓ Understand me
- ✓ Be honest
- ✓ Be Focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

PERSON SPECIFICATION

QUALIFICATIONS	Assessment Method
NVQ Level 4 in Working with families with multiple and complex needs or another relevant discipline	Application
GCSEs Grade C and above including English and Maths	Application
Relevant degree or related Level 5 or above professional qualification e.g. Degree in Social Work, Foundation	Application

Degree in Youth Work, Diploma Level 5 in Youth Work, Post Graduate Certificate of Education etc and/or extensive experience (Desirable)	
EXPERIENCE	
Demonstrable experience of working with vulnerable children, young people and families in the public, private or voluntary sector, including holding a case load of varying complexity and complying with relevant assessment frameworks.	Application
Extensive experience of working within Social Care, Health or Education/Youth Work/Youth Justice	Application/Interview
Experience of working effectively in partnership within a multi-agency context	Application/Interview
Experience of using or being part of an Early Help Plan and acting as a lead professional	Interview
Proven experience in the application of 'Signs of Safety'	Application/Interview
Demonstrable experience of undertaking direct work with children and young people, and being able to evidence understanding of the child's lived experience.	Interview
Experienced and skilled in using Quality Assurance systems and digital case management systems	Interview
The job involves considerable direct impact on the well-being of individual, or groups of, people, through either: (a) an assessment of needs and implementation of appropriate care or welfare for those who are reliant on the jobholder for their basic needs or (b) implementing regulations which have a direct impact on the health, safety or well-being of people.	Application/Interview
Demonstrable experience of coping well under pressure and in difficult situations; able to identify and act on own development needs	Application/Interview
KNOWLEDGE	
Knowledge and experience of working with vulnerable children in a non-statutory setting.	Application/ interview

Knowledge of Early Help and Prevention, and a detailed understanding of relevant legislative and policy frameworks which impact on the service	Application/Interview
Demonstrable in-depth understanding of child and adolescent development and parenting skills	Application/Interview
Demonstrable knowledge of accreditation programmes for children and young people, and experience of curriculum development and implementation	Application/Interview
Knowledge and experience of youth participation strategies and methods	Application/Interview
Sound knowledge and understanding of Safeguarding policies and procedures	Application/Interview
The job requires theoretical plus practical and procedural knowledge in a specialist area or an equivalent level of organisational, procedural and policy knowledge. This would normally equate to graduate level or above.	Application/Interview
Knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations	Application/Interview
Ability to use knowledge about different groups, races and cultures to inform service delivery and to understand the impact of racism and discrimination on children, young people and their families	Application/Interview
Demonstrable knowledge required to recognise and evaluate risk to children and assess measures to reduce that risk	Application/ interview
SKILLS	
Demonstrates well developed skills in collecting information, analysing, and assessing children and families' needs and creating imaginative responses and interventions.	Interview
Commitment to continually seek and implement improvements and helping others to cope with change	Application/Interview
Provide a range of services that are flexible, innovative and responsive to immediate needs of children and families either directly or through brokerage with other agencies, but facilitating the change within the families	Application/Interview
Implement strategies within the home to ensure targets are met and the family is central to their plan whilst taking responsibility for	Application/Interview

that plan, ensuring partners involved have an objective to be present. This will require leadership	
Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary	Application/Interview
Ability to maintain accurate and up to date case records.	Interview
Ability to initiate and develop close working partnerships with statutory, voluntary and private agencies to gather/ share information in order to facilitate decision making for effective service delivery.	Interview
Ability to work under pressure and manage time and workload effectively.	Interview
Ability to work effectively as part of a team to achieve team and service plan objectives and targets.	Interview
Ability to motivate a team, including volunteers and wider partners	Interview
Ability to build rapport and relationships with children, young people and their families	Interview
Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families	Interview
Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information	Interview
Comfortable and able to travel to different sites on a regular and frequent basis	Interview
Can demonstrate interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner	Interview
Ability to develop creative approaches to resolve complex problems and to initiate effective evidence based interventions and help others to carry out the same	Interview
The work requires dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills.	Application/Interview
The job involves either: (a) some ongoing physical effort (for example, regular	Interview

<p>sitting in a constrained position, or standing, or walking at a normal pace, for long periods); or:</p> <p>(b) normally limited physical demand, but with periodic requirements for considerable physical effort (for example, lifting or carrying, pushing or pulling items of light to moderate weight, rubbing or scrubbing, or working in an awkward position).</p>	
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OTHER REQUIREMENTS	Assessment Method
Car driver and daily use of a car for business purposes	Application
Commitment to equality and diversity, seeking to remove barriers that may prevent people accessing services	Interview
Enhanced DBS check	Application

ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be line managed by the Team Leader.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will manage his/her own time effectively working directly with a broad range of partner agencies and other departments in Children's Services using his/her own initiative to ensure procedures are followed and targets are met.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The job involves limited, or no, direct responsibility for the supervision, direction or co-ordination of other employees. The work may involve demonstration of own duties, or advice and guidance, to new employees, or others.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

EMOTIONAL DEMANDS

The job involves contacts with, or work for, people, which through their circumstances or behaviour either:

- (a) regularly place emotional demands on the jobholder or:
- (b) occasionally place significant emotional demands on the jobholder.

FINANCIAL ACCOUNTABILITIES

None; however the post holder must have the ability to understand cost implications of resource allocation, financial packages and make recommendations to managers about efficient and cost effective use of resources.

The role itself involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

RESPONSIBILITY FOR PHYSICAL RESOURCES

The job involves considerable direct responsibility for physical resources. The work involves either:

- (a) handling and processing of considerable amounts of manual or computerised information, where care, accuracy, confidentiality and security are important or:
- (b) cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent or
- (c) regular careful use of very expensive equipment or:
- (d) security of buildings, external locations or equivalent or:
- (e) ordering, or stock control of, a range of equipment and supplies.

WORKING ENVIRONMENT

The post holder will be based in one of Medway Council's establishments. The job involves some exposure to disagreeable, unpleasant or hazardous:

- environmental working conditions: or:
- people related behaviour.