

Job Family:	Delivery – Front Line – Process knowledge	Grade	7
Job Title:	Specialist Support Worker within the Children with Disability Service	Directorate:	Peoples
Date:	February 2021	Version	1:1

Brief Description of job role and department

Specialist Support Workers work autonomously and flexibly developing and delivering packages of bespoke interventions in accordance with need. Acting as lead professional Specialist Support Workers will take the lead in assessing need, creating SMART plans, delivering and reviewing interventions, and coordinating multi-agency activity

Holding a mixed caseload work alongside children, young people, families and the multi-agency professional network to promote children's welfare and support families to identify issues and solutions, and work towards achieving these

Have a solution focused attitude to breaking down entrenched barriers for young people and their families and work as part of the wider team to deliver a service that is flexible to supporting young people with a range of needs

Have an adaptive engagement style to reflect the age or learning style of the young person worked with in keeping with the Principles of Restorative Practice: Accessibility, Neutrality, Voluntarism, Restoration, Safety, Respect

Statutory Support Workers is a broad Job Title category, and individual job titles may vary but could include:

- Personal Advisors (Leaving Care Team)
- Family Support Workers (Localities)
- Family Support Workers (Targeted Support Service)
- Restorative Family Coach's (Targeted Support Service)

Representative accountabilities

- Deliver service activities and manage appropriate caseloads under the supervision of more experienced staff to ensure intended outcomes for customers and the Council are delivered within agreed service standards.

Budgetary accountabilities

- Responsible for small budgets in accordance with the delivery of specific projects and or tasks in accordance with effective and outcome based spends

Specific accountabilities

1. To act as a key delivery agent of restorative practice across the organisation, including undertaking all necessary work to prepare children and families for participation in a restorative process (including both direct and indirect processes and FGC) and facilitating processes where required.
2. To hold a mixed caseload, provide and coordinate intensive and structured support and intervention to families; to promote children's welfare and help parents to achieve better outcomes for their children.

3. To provide intensive support to young people and their families where there is a risk that the child may come into care and or to stabilise placements
4. Ensure that appropriate assessments, plans and reviews are undertaken, within specified timescales and demonstrate children/young people and their families / carers have been consulted on the assessment and planning process
5. To provide specific support and pathway planning including transitions work and Care Act Assessments to ensure they have appropriate access to and understand information in order to make decisions, and that they are supported in making their views and wishes heard
6. Undertake direct work with young people identified as requiring support
7. Work proactively with children, young people, schools and families to prevent school exclusion
8. To work directly with children, their families and schools to improve school attendance for children missing education, those with persistent poor attendance or any child identified by the Troubled Families Programme as not making sustained significant progress towards an attendance rate of 90% or above.
9. Proactively and assertively engage and support the most vulnerable and challenging children, young people and their families to strengthen the family and improve their outcomes, develop their resilience and reduce dependency upon specialist services
10. To deliver specific group work and training programmes within schools or community venues to support transitions, emotional wellbeing and other programmes as necessary to meet the needs of identified cohorts of children and young people
11. To provide direct parenting support including 1:1 support within family homes, and group programmes and courses
12. To keep up to date with national and local policy developments and services relating to the role
13. Provide written reports and evidence of the work undertaken in accordance with departmental needs. Maintain clear, accurate records using a range of applications and packages that are timely and in line with agreed protocols.
14. To develop effective working relationships with a range of internal and external partners
15. To provide social care advice and contribute to EHCP's
16. To do EHATS and contribute to Child and Family assessments where required
17. To participate actively in a duty system, providing support where requested or determined in CFCS - ICOUNT and disability register to be maintained

Role Profile - Details Specific to Job Family

These roles would be regarded as "front line" service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

- Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements.
- Roles requiring a level of process expertise to deliver an advisory or supervisory service

Person specification (knowledge, skills, experience and behaviours required in the role)

1. Hold a recognised, relevant qualification and a minimum of two years experience working in children's social care or youth work
2. Substantial experience of working intensively with young people in need, on a one to one basis and with their peers, family and school/college or training provider.
3. Willingness and ability to build professional rapport and develop relationships with young people and their families to support the active involvement of young people at all times especially in any decisions made affecting them and improve outcomes
4. Ability to sensitively assess whole family need, creating SMART plans with clear outcomes with multiple agency collaboration where appropriate
5. Experience of whole family working, and providing support and interventions across a range of needs, ages and difficulties
6. Experience of delivering group training and programmes in a range of topics
7. Specialist skills and training in relevant areas including, Domestic Abuse, Parenting, Mental Health, Drugs, Gangs, CSE, County Lines, Family Group Conferencing
8. High level of influencing and negotiation skills, ability to manage and engage stakeholders, and ability to track progress of interventions, assessing impact
9. Willingness to work across the week, including evenings and weekends on a rota basis, to meet support needs of vulnerable young people prone to crisis
10. Ability to organise and prioritise own caseload and workload and maintain high standards under pressure
11. Excellent skills in digital and IT OR the Ability to record all work onto a database and IT skills (experience of using Google applications desirable)
12. Ability to quickly and effectively build relationships with those who may not be willing to engage, using innovative and meaningful approaches
13. Excellent understanding of the multi-agency partnership and ability to develop mutually beneficial working practices, collaborative approaches and shared objectives
14. Willingness to work across the week, including evenings and weekends on a rota basis, to meet support needs of vulnerable young people prone to crisis

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.

- To act in accordance with all relevant policies and procedures including safeguarding, first aid, health and safety and equality and diversity.
- To carry out duties and responsibilities in accordance with the Council's Core Values and Equality and Diversity Policy