

Job Family:	Delivery – Front Line – Process knowledge	Grade	7
Job Title:	Specialist Support Worker - Targeted Support Service	Directorate:	Peoples
Date:	February 2021	Version	1:1
Brief Description of job role and department			
<p>Specialist Support Workers work autonomously and flexibly, developing and delivering packages of bespoke interventions in accordance with need. Sometimes acting as the lead professional and on other occasions coworking cases alongside social workers, Specialist Support Workers will be required to assess need, create SMART plans, deliver and review interventions, and coordinate multi-agency activity.</p> <p>Holding a mixed caseload they will work with children and families alongside the multi-agency professional network to promote children's welfare and support families to identify issues and solutions, and work towards achieving these. Specialist Support Workers will take a 'whole family' approach to their work.</p> <p>Workers will 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.</p> <p>Workers will have an adaptive engagement style and promote both a restorative and trauma-informed approach in their work with families. Workers will also utilise contextual safeguarding approaches in their work with young people.</p> <p>Statutory Support Workers is a broad Job Title category, and individual job titles may vary but could include:</p> <ul style="list-style-type: none"> - Personal Advisors (Leaving Care Team) - Family Support Workers (Localities) - Restorative Family Coaches (Targeted Support Service) - Keyworkers (Targeted Support Service) 			
Representative accountabilities			
<ul style="list-style-type: none"> ● Deliver service activities and manage small caseloads under the supervision of more experienced staff to ensure intended outcomes for customers and the Council are delivered within agreed service standards. ● Where relevant, manage a small team of staff to ensure they are delivering services within agreed standards. 			
Budgetary accountabilities			
<ul style="list-style-type: none"> ● Responsible for small budgets in accordance with the delivery of specific projects and or tasks 			
Specific accountabilities			
<ol style="list-style-type: none"> 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 			

<p>processes and FGC) and facilitating processes where required.</p> <ol style="list-style-type: none"> 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. Undertake direct work with young people identified as requiring support and ensure that their views and wishes are heard. 6. Work proactively with children, young people, schools and families to prevent school exclusion. 7. 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. 8. 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 9. To deliver specific group work and training programmes within schools or community venues to support transitions, emotional wellbeing, parenting and other programmes as necessary to meet the needs of identified cohorts. 10. To keep up to date with national and local policy developments and services relating to role. 11. 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. 12. To develop effective working relationships with a range of internal and external partners.
<p>Role Profile - Details Specific to Job Family</p>
<p>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.</p> <p>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.</p>
<p>Role Profile - Details Specific to Grade</p>
<ul style="list-style-type: none"> • 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)
<ol style="list-style-type: none"> 1. Hold a recognised, relevant qualification and a minimum of two years experience working in children's social care or youth work 2. Knowledge of restorative and trauma informed practice and how this can be applied with children and families. 3. 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. 4. 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 5. Ability to sensitively assess whole family need, creating SMART plans with clear outcomes with multiple agency collaboration where appropriate 6. Experience of whole family working, and providing support and interventions across a range of needs, ages and difficulties 7. Experience of delivering group work and/or training/workshops on a range of topics. 8. Specialist skills and training in relevant areas including: Domestic Abuse, Parenting, Mental Health, Drugs/Alcohol, Child Exploitation, Family Group Conferencing 9. High level of influencing and negotiation skills, ability to manage and engage stakeholders, and ability to track progress of interventions, assessing impact 10. 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 11. Ability to organise and prioritise own caseload and workload and maintain high standards under pressure 12. 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) 13. Ability to quickly and effectively build relationships with those who may not be willing to engage, using innovative and meaningful approaches 14. Excellent understanding of the multi-agency partnership and ability to develop mutually beneficial working practices, collaborative approaches and shared objectives 15. 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
<ul style="list-style-type: none"> ● 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