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JOB ROLE PROFILE AND PERSON SPECIFICATION

Post Title and Number: **Family Help Social Worker**

Present Grade: **SW3C&F*** Dept: **People Services**

Service/Section/Team: **Family Help Service/Children's Social Care/Prevention & Community Safety**

Reports to (title): **Family Help Team Manager**

*SW2C&F points 27-29 for Newly Qualified Social Workers joining the ASYE Programme

Purpose of the Role:

The Family Help Social Worker plays a pivotal role within the Family Help Team, delivering targeted support to children, young people, and families facing complex and multifaceted challenges. Working within a multi-disciplinary framework, the post holder will provide high-quality social work interventions in close collaboration with Family Help colleagues, partner agencies, and wider services. They will act as the lead professional for child protection within the team, ensuring that the welfare and well-being of children remain central to all decision-making and planning.

In partnership with families, the Family Help Social Worker will identify, broker, and secure appropriate services to meet assessed needs. This includes the application of family networking techniques and, where appropriate, referral to the Family Decision Making Service to enable families and their extended networks to develop and coordinate a sustainable plan of help and support.

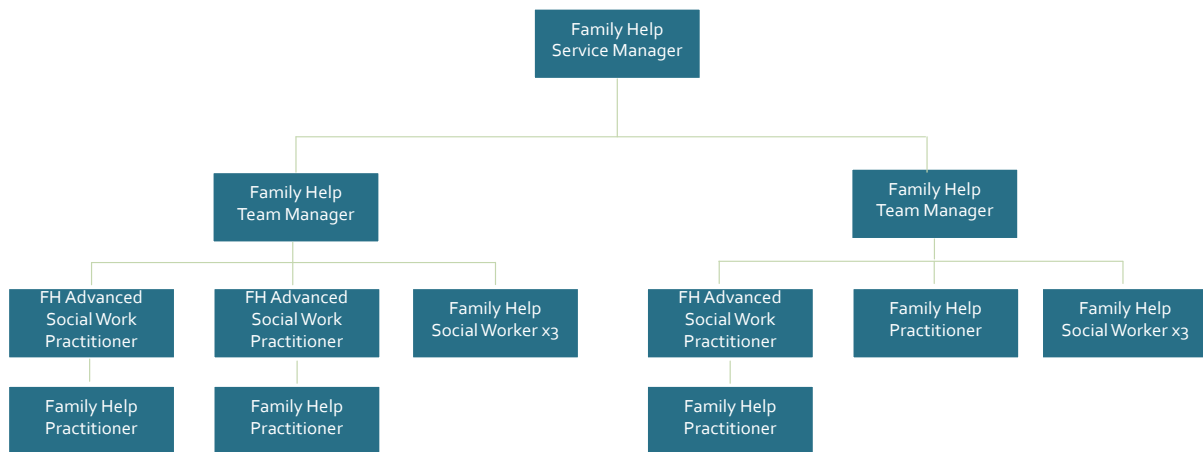
The Family Help Social Worker will work alongside colleagues within the Family Help Service and Multi-Agency Child Protection Team (MACPT) to ensure children, young people and families receive the right support at the right time.

Whilst the roles cover all aspects of family help and are generic in nature, some teams will have a specialist focus supporting families who meet the criteria for targeted family help including children with disabilities, adolescents, pre-birth and newborns, and move-on (Housing).

Dimensions including Structure Chart:

1. Annual budgetary amounts with which the role is either directly or indirectly concerned: N/A
2. Structure Chart:

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*demonstrative of 1 Family Help Team

3. Number of direct reports:

None, but will be required to support the training and induction of colleagues which may include shadowing, mentoring and co-working, and the practice supervision of students and apprentices on placements.

4. Nature of reporting relationship between post holder and line manager:

The post holder will have monthly supervision with their line manager to support decision making and planning to improve outcomes for children and families, and ongoing personal and professional development.

5. Any other relevant statistics

Key Accountabilities:

Accountabilities

1. To serve as the Family Help Lead Practitioner providing support to help the most vulnerable children and families in the borough.
2. To carry out family help assessments in line with the Family Help protocol using the strengths-based approach, ensuring that the voice of the child and family is fully reflected to help empower change within the family.
3. Lead the development, implementation, monitoring, and review of family help plans in alignment with Family Help protocols, ensuring effective collaboration with colleagues, partners, and relevant agencies.
4. To effectively model the strengths-based approach and utilise techniques including motivational interviewing, trauma-informed practice, and relationship-based approaches.
5. To hold child protection cases and take direction from the Lead Child Protection Practitioner. To co-work with Family Help colleagues on CP cases as appropriate.
6. Maintain up-to-date knowledge of the support services available within Family Help and other service areas, including Family Hubs, and understand how to effectively guide service users in accessing the resources.
7. To work in accordance with the guidelines set out by local government and to make appropriate use of available resources.

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8. To ensure cases within the service are progressed in a timely manner, that the most vulnerable children are safeguarded and that up-to-date research informs all interventions.
9. To serve as a recognised specialist within the relevant area of expertise such as services for disabled children. To represent the service on a range of multi-agency partnerships, provide expert advice, contribute to strategic discussions, and support the development of best practice within their specialist field and as directed by the Team Manager.
10. To escalate concerns in a timely and helpful way to ensure any issues are captured and managed in accordance with the Family Help protocol.
11. To comply with recording policies, and to complete appropriate forms and documents within the case management system in line with local guidance.
12. To actively participate in regular supervision including individual, joint or group supervision, and to fully engage in the PDR cycle.
13. To undertake training as required, maintain professional development and meet the expected standards of practice.
14. To liaise with the ECOE team and the Principal Social Worker if relevant in matters relating to service development.
15. To prepare reports, statements and any other relevant documents within the relevant time-scales. To undertake Care Proceedings and to represent the Local Authority at Court as required.
16. To work as part of a Family Help Team, participating in the Duty system as required.
17. Any other duties reasonably requested by management.
18. Carry out all accountabilities in compliance with the Council's policies and procedures.

Key Relationships (Internal and External):

Children, young people, families and extended family networks. Children's Services colleagues, and a range of professionals from across the Council and wider partnership including but not confined to; education, housing, mental health, police, health, the voluntary and community sector.

Equality and Diversity:

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

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Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

Information Security:

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

*SWL2 C&F (points 27-29):

Newly Qualified social workers joining the Council's 12-month ASYE programme will be appointed to SWL2 grade (points 27-29). During the ASYE programme, colleagues will benefit from a protected caseload and increased support from both their respective team and the ECOE Student Unit. Upon successful completion of the ASYE programme, they will progress to grade SWL3 (points 30-37 [no point 31]). *** subject to change when the government's Social Work Induction Programme is introduced*

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PERSON SPECIFICATION

Job Title: Family Help Social Worker

Grade: Social Worker Level 3 C&F

Department: People – Children’s Social Care

Team: Family Help Team

KNOWLEDGE, SKILLS & ABILITIES (<u>Management Information:</u> you are not restricted to 2 criteria for each category)	HOW TESTED Application – A Test – T Interview – I
Job Specifics – Skills, Experience Essential: 1. Knowledge and understanding of relevant legislation and procedures such as the Children Act 1989, 2004 and Working Together 2023. 2. Proven track record of managing varied and complex caseloads within statutory timescales, ensuring safeguarding priorities are met while empowering families through strengths-based interventions. 3. Demonstrable ability to work collaboratively with families, colleagues, and multi-agency professionals to conduct thorough and timely assessments of children’s and families’ risks and needs in line with the strengths-based model of practice, effectively utilising recognised and established approaches including motivational interviewing, trauma-informed practice, and relationship-based techniques. 4. Skilled in applying evidence-based frameworks to develop, implement, and regularly review care plans that are responsive to changing circumstances and focused on achieving positive, sustainable outcomes. 5. As a regular and intrinsic part of this role required you to speak to members of the public in English, the ability to converse at ease, politely and courteously with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. 6. Excellent communication skills, with the ability to engage assertively and constructively to drive sustainable and positive change. Proven capability in negotiation and problem-solving within multi-disciplinary environments. Highly proficient in	A A, I & T A, I & T A & I A & I A & I A, I & T

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maintaining accurate and timely records, planning and coordinating complex workloads. Skilled in the effective use of IT and case management systems to support high-quality service delivery. 7. Ability to network and relate confidently to other professionals. Desirable: 1. Knowledge of the political landscape within local government.	
Behaviours Appropriate behaviours are key to the delivery of our vision for Enfield. We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels; Takes Responsibility We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise. Is Open, Honest and Respectful We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution. Actively Listening and Learning We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate. Working Together to find solutions We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.	

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Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.	
Competencies: Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above. 1. Customer focus 2. Deliver service performance 3. Focus on continuous improvement 4. Political awareness and context	
Qualification(s)* 1. Degree in Social Work or equivalent 2. Must be SWE registered	
Special requirements Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview. 1. Enhanced Disclosure Barring Service (DBS) Check. 2. Flexibility is a requirement to meet the needs of our service users and the business. From time to time this may require working reasonable hours outside of normal operating hours to ensure our service users receive the care and support they need. Whilst we operate flexibly, colleagues will likely be required to be office based at least 3 times per week (pro-rata) and this may be increased as needed to meet service needs. Arrangements should be agreed locally with management. 3. Ability to travel around the borough to meet with families in their homes and in other community settings, and occasionally attend meetings out of Borough.	