



## Skills for People

### Job Description

Job Title:	Family Support Key worker
Hours of Work:	35 hours per week, or pro rata part time, full time roles available (ability to work evenings and weekends)
Responsible To:	Team Lead Family Support Key Worker
Salary:	£24,799 per annum pro rata
Holiday Entitlement:	25 days pa pro rata
Area of work:	Tyneside, Wearside, or Northumberland. Homeworking with some attendance at our offices.
Duration:	This post will last until 31 March 2023 initially, although we do anticipate that the project is likely to be extended.

### Main objectives

The aim to enable, empower and to build resilience with families, including encouraging connectivity with local communities, PCF groups and voluntary sector

1. Be named key worker for families of children / young people on the Dynamic Risk Register.
2. Maintain a caseload of children, young people and families who have been identified as being on the Dynamic Support Register (DSR) or at risk of being on DSR.
3. Support families to navigate the system including EHCP (Education, Health and Care Plan), benefits, housing etc.
4. Provide early intervention to families as identified to prevent admission to inpatient settings.
5. Work with the child or young person and family to develop a personalised plan based around their needs. Identify and agree outcomes and deliver this plan with flexibility.
6. Identify and address any gaps in support experienced by families whose child is at risk of exclusion or hospital admission (ie on DSR).
7. Support families to have their voice heard in meetings.

8. Support parents to access and implement support that has been identified to meet the needs of the young person.
9. Represent and champion the young person and their family in discussions around provision of care.
10. Ensure action points from care plans, CETRs (Care, Education and Treatment Reviews) and the DSRs are followed to ensure action is taken across teams.
11. Identify, guide and refer families to other services where needed e.g. CYPMHS (Children and Young People Mental Health Services), short break provision.
12. Maintain an up-to-date knowledge of the local offer and keep up-to-date with changes to provision in order to signpost and refer effectively.
13. Maintain clear and accurate records of work with each young person/family in accordance with Skills for People's procedures on record keeping, via online case management system.
14. Attend Family Support Key Worker Team meetings.
15. Attend mandatory Key Worker Training, safeguarding training and ensure Skills for People's policies and procedures are adhered to at all times.

**General Duties:**

- To participate in team and staff meetings at Skills for People.
- To participate in the supervision and appraisal systems and attend training as required for professional and personal development.
- To undertake any other reasonable duties, as required.
- To follow the organisation's policies and procedures fully and honestly.
- To act at all times as a positive role model for colleagues and others.
- To work with Skills for People's core values.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

This post is deemed to require an Enhanced DBS Check with the Disclosure and Barring Service due to the fact that there is access to children and vulnerable adults.

## Person Specification

### Lived experience

We recognise that lived experience of parenting or supporting children and young people with complex needs or brings valuable skills, knowledge and experience. Please tell us about your lived experience and professional experience as relevant to the post.

### Experience:

#### Essential

- Experience of working in the community to provide support to children, young people, adults and their families/carers
- Experience of multi-agency and joined up working
- Experience of engaging and communicating with a wide range of professionals
- Experience delivering / co-delivering training & courses
- Substantial safeguarding experience
- Experience managing a caseload of families

#### Desirable

- Experience of working with neurodiverse individuals with a range of complex needs
- Experience in the field of health, social care and/or education
- Experience providing positive behavioural support in the community
- Relevant experience of the situation of being a family carer of a child or young person with a learning disability and or autism

### Qualifications:

#### Essential

- NVQ Level 3 in Social Care (or other relevant qualification)

### Skills:

#### Essential

- Knowledge of therapeutic approaches to support children, young people and families with complex needs
- Ability to champion the views and wishes of the young person/family
- Confidence to challenge and hold services to account
- Ability to identify the barriers facing children, young people and families in the community
- Ability to build and maintain strong relationships with colleagues and a wide range of professionals
- Ability to build and maintain positive, trusting and appropriate relationships with children, young people and families
- Ability to communicate to a range of audiences clearly, sensitively and effectively

#### Desirable

- Person centred planning skills / an understanding of personalised care

### Knowledge/Understanding:

#### Essential

- An up-to-date knowledge of relevant legislation and a commitment to ensuring that knowledge remains up-to-date

- An understanding of how to apply this knowledge to ensure the legal rights of a child are upheld
- A good understanding of health, social care and education systems for children with SEND and how the keyworker role fits into this
- Accurate knowledge of local offer

### **Desirable**

- An understanding of inpatient services, the CETR process and dynamic risk registers

### **Other**

#### **Essential**

- Excellent written and verbal communication skills
- Ability to problem solve and remain solutions focused
- An understanding of and commitment to the aims, ethos and philosophies of Skills for People
- Ability and willingness to work during the evening, and weekends
- The post holder would be required to travel in order to provide equanimity of service across the region.
- Ability to travel daily with daily access to a vehicle
- DBS check would be required