



## Skills for People

### Job Description

Job Title:	Team Leader – Family Support Key Workers
Hours of Work:	35 hours per week (ability to work evenings and weekends)
Responsible To:	Chief Executive
Salary:	£32,029
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 enablement, empowerment of families, to build resilience with families, including encouraging connectivity with local communities, Parent Carer Forum groups and voluntary sector.

The post holder will be a member of the organisation's Senior Management Team, alongside our CEO and two Deputy CEOs.

### Key Tasks

1. Manage and support a team of Family Support Key workers.
2. Monitor case loads and case management of the Family Support Key workers to quality assure the work provided and to ensure best practice is adhered to at all times.
3. Allocate referrals, attend all local DSR (Dynamic Support Register) meetings to identify and monitor referrals to Family Support Key workers.
4. Support the Family Support Key workers to identify interventions, support needed and identify gaps in support experienced by families whose child is at risk of exclusion or hospital admission.
5. Work with Family Support Key workers to identify training and support for families.
6. Advocate for these families to ensure they have the necessary support in place to allow discharge into the community to facilitate the transition into and out of inpatient facilities.

7. Ensure action points from care plans, CETRs (Care, Education and Treatment Reviews) and the DSRs are followed to ensure action is taken across teams.
8. Report and work closely with the strategic children's key working Lead, who will have oversight and overall responsibility for all cases.
9. Provide management support and supervision to the team following Skills for People's policies and procedures.
10. Monitor and report the project's key outcomes and deliverables to commissioners.
11. Develop links with other key working projects as well as IPBS (Intensive Positive Behavioural Support team- at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust), SEND (Special Educational Needs and Disability) Leads, CYPMHS (Children and Young People Mental Health Services) DSR leads and local authority children's commissioning to ensure join up of planning and development of service provision.
12. Attend meetings with commissioners and key stakeholders and compile reports for the programme manager.
13. Influence change within the system through social policy work with key decision makers.
14. Take a lead role in the safeguarding of children, young people and adults ensuring that best practice is adhered to at all times.
15. Act as a Designated Safeguarding Officer within Skills for People.
16. Attend all mandatory Key Worker and safeguarding training and ensure Skills for People's policies and procedures are adhered to at all times.

General Duties:

- a. To play an active role in the Senior Management Team at Skills for People, providing management cover and other duties as required.
- b. To participate in team and staff meetings at Skills for People.
- c. To participate in the supervision and appraisal systems and attend training as required for professional and personal development.
- d. To undertake any other reasonable duties as required.
- e. To follow the organisation's policies and procedures fully and honestly.
- f. To act at all times as a positive role model for colleagues and others.
- g. 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 with neurodiverse individuals with a range of complex needs
- Experience of working in the community to provide a bespoke package of support to complex children, young people, and their families/carers
- Experience of multi-agency and joined up working
- Experience of engaging and communicating with a wide range of professionals including at multi-disciplinary panels
- Experience delivering training & courses
- Experience managing a caseload of families
- Experience of crisis management
- Substantial safeguarding experience
- Experience of professional challenge and holding services to account
- Proven track record of overcoming challenge and achieving change
- Experience of interpreting and applying complex mental health legislation
- Strong experience in the field of health, social care and/or education
- Experience of report writing and keeping complex case notes
- Experience of providing supervision and mentorship to a small team of staff
- Experience of quality assuring and case checking the work of others

#### **Desirable**

- Experience of working with children and young people at risk of school exclusion or admittance to a Tier 4 setting
- Experience of facilitating the transition out of a Tier 4 setting
- Lived experience of parenting or supporting children and young people with complex needs .

### **Qualifications**

#### **Essential**

- Relevant Degree (or other equivalent relevant qualification)

#### **Desirable**

- Independent Advocacy Qualification

## **Skills**

### **Experience**

#### **Essential**

- A compassionate and empathetic approach towards children, young people and families
- Ability to actively listen and convey the child or families voice accurately when advocating on their behalf
- Ability to manage multiple, complex competing case loads through effective time management
- High levels of personal resilience and ability to support team resilience
- Ability to champion the views and wishes of the young person/family in an assertive and clear manner
- Mediation and relationship building skills
- Ability to use creative & accessible communication based on a child or young person's needs and preferences
- Ability to apply skills and techniques to resolve or minimise conflict and distress
- Ability & confidence to challenge and hold services to account
- Ability to identify & remove 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

### **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
- An understanding of inpatient services, the CETR process and dynamic risk registers
- Accurate knowledge of local offer
- An understanding of the intersection between mental health and learning disabilities/autism
- A willingness to share knowledge, resources and good practice with colleagues and other services

#### **Other**

- A commitment to multi-agency working and co-production
- Ability & willingness to work flexibly and responsively
- 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
- Ability to travel daily with North East region using own vehicle