

Leeds City Council

Job Description

Job Title:	Senior Family Outreach Worker		
Service Area:	Early Years Service	Grade	C3
Directorate:	Children's Services	Date:	November 2009
Responsible To	Children's Centre Manager		
Responsible For	Family Outreach Workers		

Job Purpose:

To develop positive respectful and responsive relationships with parents, carers and other professionals to enable children to have the best start in life.

To work in an outreach capacity, engaging with the local community providing advice, signposting, information and support. To identify the needs of children (pre-birth to five years) & their families within the Children's Centre reach areas.

To contribute towards the delivery of universal services to support Every Child Matters outcomes.

In conjunction with the Children Centre manager to deliver and monitor services as identified within the Sure Start Children's Centre Business Plan.

In partnership with the Children's Centre Manager and Head of Children's Centre Services lead the development of Family Outreach Workers & Family Outreach Services across Children's Centre Wedge areas.

Responsibilities:

1. To engage with parents/carers of young children in the CC reach area in a respectful and responsive way to encourage their engagement in CC Services.
2. To deliver family support services in Children's Centres, individual family homes or other venues within the CC reach area to promote opportunities for children and families.
3. To ensure 'Early Help' is embedded in every day practice.
4. To disseminate information and advice to parents/carers within the reach area of the Children's Centre.
5. To work as part of a multi agency team to promote cohesive services for families working alongside commissioned services as appropriate.
6. To lead on parental consultation and levels of parental satisfaction with Children Centre services in line with the CC Self Evaluation Form (SEF).
7. To promote the development of children and parents learning in line with the Early Years Foundation Stage curriculum.
8. To advocate on behalf of parents/carers to support their access to health and benefit advice.
9. To be reflective observant practitioner who seeks to improve and extend their knowledge and take an active interest in new developments in family support, by attending staff meetings, parents meetings and training opportunities.
10. In conjunction with the Children Centre manager, to guide and support CC staff in the delivery of all family outreach services facilitating partnership work with commissioned services where appropriate.
11. To lead on consultation and evaluation of service delivery in line with the Children's Centre SEF.

12. To actively promote and support Leeds City Council and Department policies on Equal opportunities and to ensure the centre reflects diversity and community cohesion.
13. To report any injury, accident, suspicion or disclosure of non accidental injury to the appropriate named officer.
14. To comply with the requirements of all Leeds City Council and Departmental policies including adherence to the Family Outreach Paperwork ensuring that all monitoring data is correctly provided for entry onto the Children Centre database.
15. To undertake other duties commensurate to the post or grade as required by the Directorate.
16. To take an active role within the Children's Centre Senior Management team, in particular leading the development of family outreach service priorities as identified through the SEF.
17. Take an active role in the direction and supervision of family outreach workers in consultation with the Children's Centre Manager.
18. To manage professional student placements, to prepare and present accurate and concise reports to the manager and college tutors.
19. To manage their role as lead professional whilst supporting the delivery of EHP.
20. To complete CAF and lead & support the delivery of family support packages within the Children's Centre reach area in conjunction with all relevant partners and commissioned service providers.
21. To guide and support family outreach workers in the maintenance of concise and accurate record keeping and data collection.
22. To take responsibility for accessing SCMS / Mosaic.
23. To deliver appropriate and approved Parenting Courses and other training opportunities to Parents/Carers and colleagues in partnership with other service providers as appropriate.
24. To develop skills of Children's Centre staff in relation to family outreach services eg. Mentoring.
25. To actively support all Children's Centres across the locality.
26. To support and guide family outreach workers in their applications for grants, bids & fundraising opportunities in partnership with Children's Centre Managers.

Economic Conditions:

Annual Leave:	24 days (which includes 3 extra statutory days) rising to 29 days (which includes 3 extra statutory days) after 5 years local government service.
Hours:	37 hours per week pro rata for part-time employees some evening & weekend work may be required.
Conditions of Service:	The collective agreements negotiated from time to time by the Residential and Allied Staffs Committee (RASC) for Local Government Services, as part of the NJC 'National Agreement on Pay and Conditions of Service' for Local Government Services as adopted or amended by the City Council

PROSPECTS

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Relationships: The promotion of positive relationships of trust and care are considered a priority. The post-holder will work as part of a team, and will maintain a close working relationship with other colleagues, parents, children and other agencies in the promotion of high quality Family Outreach Services.

Physical Conditions The post-holder will work from a single or two storey building in a residential area & may be attached to a number of centres. Leeds City Council operates a non-smoking policy. The post will involve some work in the home & in other community venues.

QUALIFICATIONS

NVQ Level 3 in Childcare, Health, Education, Social Care or Adult Learning Support

CACHE Diploma in Childcare & Education

BTEC National Diploma in Childhood Studies

Certificate in Education DIP HE IN Youth 7 Community Work

There is an expectation that staff employed at C3 level will work towards an appropriate Level 4 qualification.

Social Work qualification

Health Qualification

Foundation Degree in Family Support

SPECIAL CONDITIONS This post is subject to a higher level check with the Criminal Records Bureau. In discharging its social services function under the Local Authority Social Services Act 1970, the Department is covered by the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975) and any applicant is obliged to disclose ALL convictions and cautions, no matter how long ago they occurred and regardless of whether the offences were committed as an adult or a juvenile.

Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence.

Job Description Prepared / Reviewed by:
Name Amanda Ashe / Melanie Robinson / Andrea Richardson

Designation Head of Children Centre Services /
Acting Head of Service
Date: November 2009

Job Description Approved by: Personnel Section
Name Emma Browes

Human Resources

Date: November 2009

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the post holder should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

SKILLS

Requirements For Grade	MOA
Proven ability to communicate effectively with children, parents/carers and partners working in partnership at all times.	A/I
Proven ability to listen to children’s and parent’s views, value their experience and empathise to build on their strengths.	A/I
Proven ability to engage disseminate information and offer advice.	A/I
Proven ability to maintain records of work and supply data and other monitoring and evaluation information required by the Children’s Centre and the Early Years Service within set time scales and targets.	A/I
Proven ability to understand and respond to the range of factors that create stress for children and families through consultation.	A/I
A commitment to being a good role model to children and families.	A/I
A commitment to working in partnerships with parents/carers and partners to negotiate agreed outcomes.	A/I
A commitment to early intervention as a means of making a positive difference to the lives of young children through observation and assessment of need.	A/I
Ability to work effectively in a multi disciplinary team, alone, within own service sector and other agencies where necessary.	A/I
Ability to prepare and present written reports as and when required.	A/I
Ability to take responsibility for the quality of work acknowledging mistakes, find solutions and learning from the experience.	A/I
Able to work alongside students in a practical setting.	A/I
Ability to detect and refer any non accidental injury in a sensitive and non judgmental manner.	A/I
Ability to develop a sensitive approach to the care of families in a multi-cultural environment and to work in an anti-oppressive manner within the service.	A/I
Ability to support the delivery of training opportunities for parents/carers.	A/I
Ability to manage and lead the delivery of EHP and undertake the role as lead professional where relevant.	A/I
Ability to effectively lead, guide and support family outreach workers to provide high quality family support services.	A/I
Ability to guide, support and motivate staff through change and challenging ways of working to meet agreed goals.	A/I
Ability to manage the delivery of appropriate training opportunities for parents/carers & colleagues	A/I
Ability to manage and support staff and student placements as directed by CC manager eg. Mentoring.	A/I
KNOWLEDGE	
Requirements For Grade	MOA

A proven knowledge and understanding of those issues which create pressures for families.	A/I
A proven knowledge and understanding of the importance of early learning and play.	A/I
A working knowledge of the Every Child Matters framework and Children's Act 1989.	A/I
To have a working knowledge of the Common Assessment Framework.	A/I
Proven understanding of ethos of a children's centre and the importance of confidentiality.	A/I
Knowledge and understanding of Contact Point.	A/I
Knowledge and understanding of working together to safeguard children and of Safeguarding Children's Board Procedures.	A/I
Of wider context of services and benefits available to children and families.	A/I
Proven knowledge & understanding of maintaining concise & accurate records & data collection	A/I
To have completed EHP / Lead Professional training	A/I
Relevant professional Qualifications: -	
NVQ Level 3 in Childcare, Health, Education, Social Care or Adult Learning	A/I
Support CACHE Diploma in Childcare and Education	A/I
BTEC National Diploma in Childhood Studies Certificate in Education	A/I
DIP HE in Youth and Community Work, Social work qualification, health qualification	A/I
Commitment to achieving a relevant level 4 qualification e.g. Foundation degree in family support.	A/I

EXPERIENCE	
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Requirements For Grade	MOA
Paid or unpaid of working with children and families in a community setting.	A/I
In working with vulnerable groups	A/I
In working in partnerships with other agencies	A/I
In working in close partnerships with parents and carers	A/I

BEHAVIOURAL & OTHER RELATED CHARACTERISTICS	
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Requirements For Grade	MOA
Willing to abide by the Council's Equal Opportunities Policy in the duties of the post, and as an employee of the Council.	A/I
Willing to carry out all duties having regard to an employee's responsibility under the Council's Health and Safety Policies	A/I
Commitment to client confidentiality	A/I
Commitment to personal professional development	A/I
Willing to take responsibility for ones own action	A/I
To support Children's Centre across the locality in maintaining services if and when necessary in consultation with Children's Centre Managers and Head of Children's Centre Services.	A/I

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS: It is desirable that the post holder should be able to demonstrate the following criteria for the post within the context of the specific role. Candidate are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates	
Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate	
SKILLS	
Requirements For Grade	MOA
Relevant IT skills Applying for grants, bids and fundraising opportunities,	A/I
KNOWLEDGE	
Requirements For Grade	MOA
EXPERIENCE	
Requirements For Grade	MOA
Experience of working in a culturally diverse environment with parents from minority ethnic communities	A/I
BEHAVIOURAL & OTHER RELATED CHARACTERISTICS	
Requirements For Grade	MOA