

JOB DESCRIPTION

KEY WORKER - THINK FAMILY SERVICE

Salary: West Sussex Scale 8: Points 27 - 30
Hours: 37 per week, all year round

ORGANISATION

Line managed by the Assistant Headteacher (Pastoral); also required to attend supervision with the Senior Think Family Worker.

Role Context & Purpose

To work closely and intensively with adults and children within what have been termed “Troubled Families”. The post holder will work with a small caseload of families using a holistic approach. These families will have complex needs and may initially be resistant to engage. They will have been involved with many agencies over a period of time, so you will need to really understand what the different agencies do, why they are involved and the best way to work with them, for the best outcome for the family.

This will require flexibility and creativeness, with a willingness and ability to work flexibly around the families’ needs, including working early, late, weekends and possibly Bank Holidays.

The role holder will need to build trust and provide motivation to families in order to inspire positive sustainable change.

This role is subject to an enhanced Disclosure Barring Services Check.

What do you have to do/achieve?

- To work with families using a keyworker role using positive and assertive engagement that challenges and supports families to work towards improving their outcomes.
- To work flexibly in terms of hours according to need to manage a caseload of families. This will include undertaking whole family assessments, taking overall case responsibility for designated families and co-ordinating interventions for those families.
- To take a proactive approach towards case management and work with the families and other agencies to design & deliver effective interventions through a mixture of support, diversionary activities and where necessary, enforcement based interventions.
- To set up and maintain detailed case files with properly documented correspondence and evidence of decision making processes and statutory safeguarding actions.
- Case files will also demonstrate impact in areas such as:
 - Reduction in antisocial behaviour
 - Improved attendance
 - Improved educational outcomes
- To represent and speak on behalf of the school/Think Family key worker service at various multi-agency meetings. Examples of these include review meetings, team meetings, Child Protection Case Conferences, inter-agency planning meetings, inter-agency school meetings and local community forums.

- To assist in the monitoring and evaluation of the Think Family key worker service/school based outcomes of Think Family work.
- To assist in the promotion of the Think Family programme and its benefits and outcomes.
- Promote the service and school positively at all times.

Review of Performance

Annually with line manager/Think Family lead in relation to the job specification and specific family set targets / outcomes.

Key Accountabilities

The specific accountabilities of this flexible role may alter from time to time in order to meet the needs of the business/client, but accountabilities will include (or be equivalent in nature to) those listed below:

- Work directly with families to provide support to people in stressful and difficult situations.
- Use assessment skills to identify families' needs for further assistance and refer this to the appropriate colleagues.
- Develop understanding about the needs of families, to empower families to make choices and provide appropriate advice and assistance.
- Use analytical and judgemental skills in order to interpret information and situations, solve varied problems and develop solutions and plans.
- Develop effective relationships with other partnership agencies and organisations e.g. the police, hospital staff.
- Liaise with other member of the Think Family team on behalf of the families.
- Create and maintain accurate records and information relating to families.
- Remain up to date and compliant with all relevant organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- Equality - supports equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.

Role Demands

- The post will require prolonged periods of listening to adults and children, often in distressing situations e.g. up to 5 hours could be spent with a family on any given day.
- The post involves contact with people through which their circumstances or behaviour regularly place significant emotional demands on the jobholder.
- The role will involve considerable exposure to challenging/disagreeable behaviour from others due to the circumstances and challenges facing particular clients.
- Full UK Driving Licence and use of a car.
- Lone working - able to self-motivate and self-manage for prolonged periods.

- Initiative - The job involves making frequent decisions and exercising initiative without ready access to more senior officers.

Skills

Key Skill 1

Ability to listen to adults and children who have experience trauma and have complex needs and use excellent interpersonal skills in order to build an effective relationship with the families.

Key Skill 2

Analytical and judgemental skills in order to interpret complex situations and information from families and make assessments.

Key Skill 3

Excellent crisis management skills with the ability to recognise the individual needs of families.

Key Skill 4

Ability to listen to victims of domestic violence/sexual assault and other complex issues and empower them to make choices that increase their personal safety and well-being.

Ability to understand and follow policy and procedures.

The ability to build rapport quickly with people participating in services and remain up to date with changes in best practice and available support mechanisms.

Ability to accurately record information in excel spread sheets and web databases.

Ability to use a variety of screening tools.