

Job Description
Family Time worker
Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£25,989 - £28,142 (pro-rata)	Grade:	5
Reports to:	Senior Family Support Worker	Staff responsible for:	n/a

Job Purpose

Reporting to Senior Family Support Worker-Neighbourhood, This exciting role will deliver neighbourhood-based services in support of discharging the services duties in relation to the provision of designated supervised contact between parents and children (Family Time).

This provision will focus on children under Children Act Section 20, Interim Care Orders and the prescribed arrangements for these and throughout Care proceedings up until the full care order is made and until a reduction plan is agreed.

Post holders will plan in conjunction with the allocated Social Worker and Senior Family Support Worker, the arrangements for Family Time. They will then facilitate Family Time in designated settings which enables children and young people to have positive interactions with their parents/ carers during their period of separation until a decision regarding their future is made. Family time workers provide the required supervision of these arrangements and undertake suitable observations, process assessment and recording of these contacts as defined within standardised operating procedures and in accordance with agreed timescales.

Post holders will be aligned to one of the nine delivery team areas.

- Lancaster
- Wyre/Fylde
- Preston
- Chorley/South Ribble
- West Lancashire
- Hyndburn/ Ribble Valley
- Rossendale
- Burnley
- Pendle

Family time workers are an integral team in CFW and will maintain appropriate liaison with the families designated social worker to ensure continuity of information sharing and engage in appropriate planning and review of the family time offer to each family, including arrangements around the progression of Family Time and the reduction of Family Time at key milestones. They will process and record details of the family time which they deliver, using standardised procedures and agreed IT systems and in accordance with agreed policies.

Post holders will participate in the development of the assessment of risk in conjunction with the allocated Social Worker and their Senior Family Support Worker. They will use this risk assessment to deliver an appropriate response to delivering family time in relation to how family

time is received in each family situation, and as to whether this is individualised or in a group situation with other families or if the risk is extremely low in a wider early help group setting.

Post holders will observe and make recommendations to the designated Social Worker and Senior Family Support Worker in relation to new emerging needs and unforeseen issues arising from the family time delivery, seeking guidance from these colleagues and making practical decisions within closely defined policies and procedural guidance.

Family time workers will build positive relationships with parents and children and build mutual trust and respect.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Plan and deliver family time sessions with designated families in accordance with service requirements and in consultation with the designated Social Worker and Senior Family Support Worker.
2. Understand the needs of children and families in order to ensure that Family Time sessions are suitably tailored to the family's needs.
3. Observe family conduct and interactions within family time sessions and make appropriately detailed recordings which accurately reflect the situation.
4. Develop relationships with children and parents/carers based on respect and trust, ensuring they have a safe place to explore their needs, learn and develop
5. Support and educate parents and carers within Family Time to ensure they more effectively care and support their children during Family Time
6. Establish boundaries and challenge inappropriate behaviour during family time delivery
7. Attend Care Planning meetings chaired by the allocated Social Worker where the progress of the child is discussed and contribute to plans about how Family Time can progress
8. Resource and building duties, which may include: opening up buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use.
9. Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments
10. Undertake administrative tasks which assist with maintaining effective recording systems for family time work
11. Respect confidentiality and be able when necessary to explain to parents/carers when there is need to share information with others in order to protect children.
12. Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.

13. Identify opportunities for improving day to day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement of services.
14. Operating in accordance to service policy and procedures and relevant standards for family time work.
15. Monitoring, review and evaluate their own performance against the team's objectives by engaging with the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
16. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

Other

1. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours in response to the needs of families

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
Family Time Worker
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Phone Call (P) Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 2 or above qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
Experience:		
Experience of delivering supervised contact sessions with families	D	
Experience of working with children and adults individually or in groups and in a variety of settings which demonstrate the ability to quickly engage them, establish rapport and maintain positive relationships	E	A, I
Knowledge and Skills:		
Well-developed interpersonal skills, with the ability to establish and maintain good relationships with service users	E	P, A, I
Ability to manage conflict firmly and effectively	E	
Knowledge of the needs of children and parents and the contemporary issues that affect their lives.	E	A, I
Patience, tolerance, flexibility	E	P, A, I
Group work skills	D	P, A, I
Strong observation skills	E	A, I
Ability to summarise and record transactions in an accurate and descriptive manner	E	A, I
The ability to treat service user concerns with respect, tact and sensitivity, while being aware of the limits that are required by confidentiality and the boundaries that govern the service user/worker relationship	E	A, I
Working knowledge and understanding of the work practices, processes and procedures relevant to working with children and parents	D	A, I
Good written and verbal communication skills	E	P, A, I
Ability to work as member of a team.	E	A, I
Ability to work flexibly in order to respond to the access needs of children and families, including occasionally in the evening, or at the weekend and during school holiday periods.	E	A, I
Other (including special requirements)		

1. Commitment to equality and diversity	E	P, I
2. Commitment to health and safety	E	P, I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	P, I