

Senior Family Support Worker

Job Description

Directorate:	Education and Children's Services		
Service:	Early Help Service		
Location:	Various across Lancashire		
Salary range:	£33,363 - £40,777	Grade:	8
Reports to:	Team Manager - Children and Family Wellbeing Service	Staff responsible for:	Range of operational frontline staff.

Job purpose and scope

Working under the guidance of the Team Manager, a Senior Family Support Workers plays a vital leadership role within the Children and Family Wellbeing Service. Post holders work closely with Lead Practitioners and colleagues across their delivery area to provide supportive, confident guidance and management to frontline staff, drawing on both professional experience and evidence-informed practice.

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

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

This is a highly rewarding role combining hands-on practice, leadership, and partnership working. You will oversee and support, when needed the delivery of services to children and families through individual work, group programmes and community-based activity, working from Best Start in Life Centres of Excellence, Family Hubs, neighbourhood centres and local community venues.

As a valued member of Lancashire County Council's Early Help Service, you will also contribute to service planning and provide reflective, supportive supervision to frontline staff, enabling them to deliver high-quality Best Start in Life and Early Help interventions with confidence.

You will use professional judgement to respond to day-to-day challenges, supported by clear procedures, policies and values, and you will make thoughtful operational decisions that place children and families at the centre of everything you do.

There are 4 principle themes of the early help service offer, against which each Senior Family Support Worker will be aligned to on:

- **Intensive Support:** You will lead on the delivery of Family Intensive Support (FIS), taking a whole-family, strengths-based approach to families experiencing complex challenges. You will hold a small caseload of families, model high-quality practice, while offering guidance, supervision and oversight to a group of Family Support Workers. You will provide clear leadership, reflective supervision and practice guidance, supporting staff with smart action planning and helping to track progress against agreed quality standards. Your role will be key in supporting consistency, confidence and professional curiosity within intensive support practice.
- **Neighbourhood Support:** You will oversee the delivery of family time provision across the district. You will provide inclusive, supportive supervision of a range of frontline staff, including Family Hubs Navigators and Family time workers and provide oversight to Delivery Centre Support staff. Working closely with social care colleagues, you will help ensure that supervised family time and court-directed contact arrangements are delivered safely, sensitively and effectively, with high-quality recording and reporting that supports wider family and court processes.
- **Best Start in Life - Neighbourhood Support:** In this role, you will lead and coordinate delivery of the enhanced Best Start in Life 0–5 offer across Family Hub and neighbourhood settings. You will provide leadership, guidance and supervision to Lead Group Worker, Best Start Development Worker and have oversight of the Neighbourhood Group Workers, Best Start Neighbourhood Outreach Workers delivering play, learning, outreach and parent support activity, ensuring services are welcoming, accessible and responsive to local needs. You will strengthen partnerships with health teams, early years providers, VCFS organisations and trusted community leaders to ensure delivery is culturally responsive and reaches families who may not otherwise engage with services. You will support consistent, high-quality, evidence-informed practice and ensure learning, outcomes and engagement data contribute to reflection, learning and continuous improvement of the Best Start in Life offer.
- **Community Support:** You will deliver frontline support through **Team Around the School** arrangements across Lancashire's 30 school clusters. Acting as a key point of contact, you will work alongside schools and partners to coordinate early help responses to emerging needs.
You will support schools to access earlier, coordinated interventions and help partners identify creative solutions to barriers that may limit timely support for families. You will work in collaboration with the 'Multi-agency Safeguarding Hub' providing Early Help knowledge and building trusted relationships. There may be times where there is a need to manage staff.

You will support Team Managers in delivering and continually improving early help services in line with Lancashire's shared vision:

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

Together, we work towards five 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.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities/Responsibilities

1. Manage and co-ordinate the work of a group of frontline early help delivery staff to ensure that Practice is safe and ensure council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.
2. Provide supportive, inclusive performance of a group of staff, following council policies and procedures e.g. sickness monitoring.
3. Identify and act upon opportunities for improving day to day procedures and processes within the team or work area, to support the continuous improvement of services.
4. Act as a trusted professional point of technical reference for the team, providing suggested practice strategies, guidance on the more complex issues and monitoring adherence to relevant standards.
5. Support others in the use of specialist equipment, systems or work methods in order to support the development of the team or service.

6. Manage resources deployed for the delivery of the work area, and/or influence decisions about larger budget allocation to meet work objectives, to ensure appropriate resources are available to run the team or work area.
7. Implement service policy and procedures and undertake tasks in terms of embedding new procedures, assisting with preparation for inspections, reviewing assessments and analysis of key performance data sets in relation to the work area.
8. Support the managed group of staff in the identification of customer needs and implementation of appropriate practice response processes, providing technical guidance when needed.
9. Engage in supporting key work allocation processes for the work area and approval of assessments of need and action plan responses, with a view to rigorous quality standards.
10. Work with the managed group of staff to undertake suitable preparation, planning and evaluation of service delivery in the work area, ensuring efficiency, effectiveness and continuous improvement.
11. Providing information, advice and guidance to service operational managers and practitioners by interpreting established procedures, using technical experience and by applying best practice within the early help field.
12. Provide on the job training, mentoring and guidance to less experienced members of staff around key service policy and procedure to ensure they are able to develop the necessary skills to deliver in their role.
13. Regularly communicate with other agencies and service providers to share information, build working relationships and to ensure joined up service provision in relation to early help service delivery
14. Maintain effective systems for monitoring, reviewing and evaluating directly managed staff and own performance against the team's objectives using the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
15. Contribute to the development of the Service through team meetings including representing the team at internal and external meetings and working groups.
16. Support the health and well-being of team members including the promotion of a positive work-life balance
17. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
18. Lead people in an inclusive way to deliver their operational objectives.

Other Requirements

- Work flexibly to meet the needs of families, this will include evening, weekend and school-holiday work.
- The key tasks and responsibilities outlined above provide an overview of the expectations of the role. This is not an exhaustive list, and the post-holder may be required to undertake other reasonable duties in line with service needs.

Other

- **Equal Opportunities**

We are committed to fostering an inclusive workplace where diversity is welcomed, valued, and celebrated. We actively encourage applications from people of all backgrounds and experiences, recognising that a diverse workforce strengthens our ability to deliver high quality services to our communities. We are dedicated to ensuring equality of opportunity in both our employment practices and the way we deliver services. All employees are expected to understand, uphold, and champion this commitment in their daily work, helping to create an environment where everyone feels respected, supported, and able to thrive. We welcome and actively encourage applicants from a diverse range of backgrounds, especially those with protected characteristics.

- **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.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

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.

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- **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

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Skills and experience specific to the focus of responsibilities

Specific to Family Intensive Support

- Substantial experience of producing quality assessments of need and action planned responses which lead to improving outcomes for children, young people and families
- Skills in providing client case related guidance, case supervision and reflective practice opportunities
- Strong understanding of thresholds relating to a continuum of needs
- Broad understanding of a range of evidence-based practice methods for successful early interventions in a whole family context

Specific to Neighbourhood Support

- Substantial experience of planning group and individual based curriculum programmes to meet identified early help needs which lead to improving outcomes for children, young people and families
- Skills in managing complex public-facing service delivery environments with multi-agency co- location of service delivery
- Strong understanding of the wider determinants of public health inequality and evidence-based practice methods for achieving successful public health outcomes
- Strong innovative and creative skills in relation to developing curriculum programme responses to meet new and emerging needs for children, young people and families

Specific to Best Start Neighbourhood Support

- Substantial experience of planning, coordinating and overseeing early years (0–5) programmes and interventions, ensuring they respond to identified need and contribute to improved outcomes for children and families, including school readiness, early learning, speech, language and communication and parental capacity.
- Demonstrable ability to lead and manage complex, public-facing delivery environments, including Family Hubs and neighbourhood settings, where services are delivered through multi-agency and multi-disciplinary partnerships.
- Strong understanding of the wider determinants of inequality affecting children aged 0–5, including deprivation, health inequalities and barriers to access, alongside the use of evidence-informed approaches to improve early childhood and family outcomes.
- Proven ability to innovate and adapt delivery models, developing and refining early years, outreach and parent education approaches to respond to emerging needs, changing community contexts and Best Start priorities.

Specific to Community Support		
<ul style="list-style-type: none"> • Substantial experience of working in a multi-disciplinary team environment focused on collaborative achievement in response to early help needs for children, young people and families • Skills in negotiating and influencing partner agencies find solutions to barriers they may face which prevent them from offering earlier interventions. • Strong understanding of thresholds relating to a continuum of needs • Broad understanding of evidence-based strategies for working alongside education providers to develop shared responses to needs identified within the universal setting 		
Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 5 qualification or equivalent (or willing to work towards * achieving this within a reasonable timeframe) or substantial experience in a relevant technical, specialised or operational field *NB: Where this qualification is not already secured by applicants – they will be expected to complete this within a reasonable period of taking up employment. <i>The Level 5 qualification will be offered through an apprenticeship route within the Council.</i>	E	A
Experience:		
Experience of supervising staff, including ability to delegate tasks and track performance.	E	A, I
Substantial experience in delivering early help support/services to children young people and their families	E	A, I
Experience of managing budgets and/or resources deployed to assist with the delivery of service provision	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for service delivery	E	A, I
Knowledge and Skills		
Comprehensive understanding of the work practices, processes and procedures relevant to the role	E	A, I
Empathy and sensitivity to the needs of staff delivering complex and demanding public services	E	A, I

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Patience, tolerance, flexibility	E	A, I
Strong range of staff management skills and workforce development techniques	E	A, I
Good analytical, assessment and critical reflection skills	E	A, I
Good written and verbal communication skills	E	A, I
Ability to informally coach, guide and mentor less experienced staff.	E	A, I
Ability to influence others practice based on technical or professional expertise.	E	A, I
Ability to work as member of a team.	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Ability to use and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E	A, I
Ability to work flexibly in order to respond to the access needs of children and families, this will include working in the evening, weekend and during school holiday periods.	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. Ability to or willingness to train to drive the mobile information vehicles	D	A