

JOB DESCRIPTION

Job Title	Family Front Door Practitioner		
Directorate	Children, Families and Education		
Reporting to			
Grade	11		
Evaluation ref:	AG0575	Job Family ref:	
Role Purpose			
<p>The role of the Family Front Door Practitioner is to triage referrals for early help from a range of professionals and from families. This involves gathering information, analysing and making an evidence-based recommendation. The role also includes providing training and support for partner agencies around the referral process.</p>			
Accountabilities			
<p>Provide supervision and line management for the relevant business and administrative staff supporting the Early Help Assessment (CAF) process.</p> <p>Work closely with the Multi-Agency Safeguarding Hub (MASH) to effectively support and promote the management of the boundary between specialist Children's Social Care (Level 4) and support (Level 2/3).</p> <p>Ensure the provision of a duty rota providing advice to a range of front-line staff, including how to develop integrated working to improve outcomes for children young people, and their families by promoting the Early Help Assessment (CAF). Participate in the work of the rota as necessary.</p> <p>Promote the implementation of the agreed protocol for the "step up" and "step down" process to ensure families continue to receive a service within their agreed threshold of need. Attend "step down" meetings as required to ensure the smooth transition to Early Help.</p> <p>Understand fully and be able to offer advice and guidance in implementing Somerset's continuum of need as identified in the LSCB document "Effective Support for Children & Families" promoting best practice and high standards of care and support at all times.</p> <p>Liaise with service users as appropriate ensuring feedback of the service user experience is gathered, analysed and used to inform service improvement.</p> <p>Champion and provide advice on the Early Help Assessment (CAF) in multi - agency forums where appropriate. Encourage other agencies to develop effective plans and to regularly review and update these plans.</p> <p>Review and maintain the Somerset website and the advisor scripts for the Early Help Assessment (CAF).</p> <p>Develop and deliver single and multi-agency training for the Early Help Assessment and Lead Professional role including contributing to the creation of training materials, maintaining of records, and organising the evaluation of training delivered.</p>			

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Keep up to date with key developments in children's services including relevant training as appropriate including child protection training.

Ensure the continuing effective operation of the Early Help Assessment (CAF) within Somerset, to include reviewing the form, process and coordinator role, identifying opportunities for improvement and driving through change where it is beneficial to do so.

Collect, analyse and monitor data through the design and implementation of a performance management and evaluation framework. Work closely with the Performance Management Information Team ensuring management information systems are maintained and regular reports are produced in accordance with business needs on all aspects of the Early Help Assessment (CAF) process. Identify trends and propose solutions where problems are identified.

Develop and oversee a quality assurance process, to include other agencies, to ensure that Early Help Assessments received from Lead Professionals are of good quality to enable appropriate intervention to take place as soon as possible.

Influence and implement change and improvement through skilled negotiation with appropriate partners, colleagues and the getset Senior Management Team.

Research good practice in other authorities to be able to inform developments locally. Analyse legal, statutory and national initiatives and programmes incorporating these changes into the development of the Early Help Assessment process.

Provide support, advice and guidance to key stakeholders including school leadership teams, early years' providers, voluntary and community organisations and other key agencies on all matters relating to the Early Help Assessment (CAF).

Provide appropriate advice and guidance to the School's Senior Management Teams and Governing Bodies on trends and possible causes identified within Early Help Assessments (CAF) and its impact in specific areas which may directly relate to vulnerable families and school attendance.

Attend Multi-agency forums of key children's services professionals across the county and offer advice and guidance on the Early Help Assessment, including identifying services at Level 2 to support the family where the level of need does not require an Early help Assessment (CAF).

Develop and maintain a thorough and comprehensive knowledge of all public, private and community agencies providing targeted level 2/3 services to children and families. Advise practitioners completing an Early help Assessment (CAF) and develop and maintain an up to date relevant information database of early help resources and help to develop local provision.

Establish and negotiate formal working relationships with other agencies, in community areas and beyond to promote and actively encourage the use of Early Help Assessments (F), early help and multi-agency working.

Develop and produce promotional information coordinating the production of newsletters and other PR marketing literature specifically aimed at families who are experiencing difficulties and agencies undertaking Early Help Assessments (CAF)s.

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Monitor the effectiveness of action plans and suggest amendments that should be considered to provide further assistance to families where appropriate and in particular involving other agencies to enable access to a wide range of services and opportunities.

Identify likely consequences of actions not being completed and alternative courses of action by agencies as a means of emphasising the responsibilities of parents.

Liaise with practitioners ensuring feedback of their experience of working with the Early Help Assessments (CAF) is gathered, analysed and used to inform service improvement.

Maintain own professional development, keeping up to date with key developments both locally and nationally in children's services with a focus on integrated working and early intervention.

- To champion Early Help in a variety of settings.
- Promote integrated working.
- Provide support, advice and guidance in relation to the Early Help Assessment (EHA) and the Effective Support for Children and Families Document.
- Ability to form effective working relationships with partners and colleagues.
- Ability to process information quickly and accurately, applying quality standards to all tasks undertaken and ensuring that nothing is overlooked.
- An ability to communicate with families, team members and other professionals to convey information and resolve queries.
- Able to take responsibility for own work and demonstrate a willingness to learn from others and from experience.
- Prepared to undertake training and share new knowledge and skills within the team.
- Ability to contribute to the overall functioning of the team and the wider service.
- Ability to prioritise, organise, self-motivate and promote new initiatives and carry them out.
- Ability to understand and adopt anti-discriminatory practice.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Sound understanding of the EHA and the concept of the 'Team around the Family'	X	
Broad range of knowledge of children and young people's services and multi-agency providers of both universal and specialist services.	X	

JOB DESCRIPTION

An understanding of family functioning	X	
Child protection understanding.	X	
Demonstrates a commitment to safeguarding and promoting the welfare of children.	X	
Knowledge of services and legislation relevant to users and carers' needs and circumstances		X
Undertaken recent child protection training.		X
Knowledge of national developments and strategies and how to implement these at the local level including supporting the implementation of CAF and developing Multi Agency Forums.		X
Ability to collate information and provide written reports.		X
Experience		
Relevant experience of front-line direct work with children, young people and families.	X	
Experience of undertaking assessments of children and their families.	X	
Experience of operating a range of IT packages.	X	
Experience and understanding of children's play/learning and stimulation needs.	X	
Experience of working in a pressurised environment and meeting tight deadlines.	X	
Experience of training or presenting.	X	
Experience of supporting families where a child has an additional need or disability.	X	
Experience in a social care, probation, education, Early Years or similar setting		X
Experience of facilitating participation from children, young people and their families in problem solving.		X
Experience of working in a child care setting, working with children in need and preventative family support work.		X
Experience of assessing children/family's needs and of devising appropriate programmes for children and their families.		X

JOB DESCRIPTION

Experience of working with families under stress and in crisis situations.		X
Experience of local systems and processes within Somerset and ability to identify appropriate agencies and practitioners to engage in meeting children and young people's additional needs.		X
Delivering presentations to large numbers of individuals.		X
Qualifications / Registrations / Certifications		
A Level 3/4 Qualification in a relevant field i.e. Education, Health, Youth Work, Early Years or equivalent.	X	
A Level 3/4 Qualification in a relevant field i.e. Education, Health, Youth Work, Early Years or equivalent	X	
Degree in a relevant field.		X
Skills		
Ability to make decisions where an EHA is appropriate or not and when to escalate where appropriate.	X	
Ability to recognise behaviours in children, Young People and their families where Intervention can improve outcomes for Children Young People and their families.	X	
Highly developed interpersonal skills including well developed written and oral communication skills with team members and professionals either face to face or via the phone.	X	
Able to work as a member of a team and contribute to the effectiveness of the service.	X	
Able to work flexibly and be fully responsive to competing demands on a daily basis, prioritising workload accordingly.	X	
Flexible to the changing needs of the service.	X	
Competent keyboard skills and use of IT packages including MS Excel enabling effective input, manipulation and retrieval of data and information.	X	
Able to offer high levels of accuracy, attention to detail and produce work to a consistently high standard.	X	
The ability to handle conflict and problem solve.	X	

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Self-starter with ability to manage and organise own workload and work independently.	X	
Ability to work flexibly across a range of sites within the county as needed.	X	
Able to develop innovative solutions to problems experienced by children and families.	X	
Willingness to undertake further training.	X	
Self-reliance, common sense, flexibility, good communicator and a creative thinker.	X	
Ability to travel to attend meetings and appointments in various parts of the County	X	
Work effectively in a non-discriminatory way.	X	
Enthusiasm and the ability to generate enthusiasm in others.	X	
Appreciation of confidentiality in working with families.	X	
Team Player and ability to work closely with colleagues.	X	
Articulate and able to present information in a variety of formal settings.	X	
Commitment to the values of the service.	X	
Working Conditions		
Dimensions of the role		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: