



Post Title: Family Network Worker
Grade: F

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

- To act as a key worker and Lead Professional for children, young people and families with a range of needs.
- To facilitate Early Help Assessments and plans, deliver appropriate interventions as well as coordinating interventions delivered by other agencies. Supporting children subject to Team around the Family, Child Protection, Child in Need, and Youth Justice Plans.
- To support and offer professional challenge to agencies and families to bring about lasting change, to increase the resilience of the family and decrease dependencies on public services.
- You will deliver quality personal and social development interventions for children and families and support young people 0-19, to move successfully through education into adulthood through targeted interventions.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

- To take responsibility for allocated referrals for Family Network



Support/Meetings received from Social Care and Family Help colleagues in Nottingham City.

- To respond to all allocated cases within set service standard timescales.
- To liaise with the allocated Family Help/Adolescence and Social Worker to obtain background information and ensure that risks are identified to assist in the planning of the Family Network Meeting.
- To be proactive and undertake all necessary work to prepare for a Family Network Meeting and any other support, including liaising with relevant professionals, children and young people, their families and wider networks
- To effectively lead Family Network meetings
- To support in creating a Family Plan including giving consideration to well being and safety of the children and young people within the network. Ensuring these plans are uploaded to the child/young persons file within the agreed service standard.
- Direct work with children and young people to be undertaken if deemed appropriate and necessary by the lead professional
- Work within an integrated framework to support vulnerable children, young people, and families to improve their social, physical, and emotional well-being, and take responsibility for direct interventions, including work with those who may be resistant to engage.
- Partner with children, families, and multi-agency colleagues to offer support and challenge, ensuring professional boundaries are set and maintained, to support children and families to overcome barriers and meet their needs.
- Engage with children, young people, and families using a holistic approach to include them in planning, decision-making, and goal setting. Empower them to contribute to the development of the service through evaluation, consultation, and feedback.
- Be part of a duty system for children, young people, and families in crisis, adopting a strengths based approach to support the family to identify their own solutions.
- Provide role-modelling, learning and development and support to ensure that the whole Children's Integrated Services Workforce is able to undertake and facilitate family network meeting and devise effective family plans
- Make effective use of the electronic case management system and maintain confidentiality in accordance with the Data Protection Act and data sharing protocols.
- Establish and maintain effective working relationships with voluntary and statutory agencies to ensure access to a range of high-standard universal, targeted, and specialist services to support children and families.
- Promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
- Be a proactive and positive team member, contributing to a problem-solving and teamwork approach.
- Attend team meetings, departmental and multi-agency forums as appropriate. Participate in the development, planning, review, and evaluation of service delivery.
- Actively participate in individual supervision with Line Manager and any case oversight supervision required by the relevant Supervisor, incorporating a reflective practice model.



- Undertake training, professional learning, and developmental opportunities as required. Participate and comply with Nottingham City Council's performance management procedures.
- Remain up to date and compliant with all relevant legislation, organisational procedures, policies, and professional codes of conduct to uphold standards of best practice.
- Demonstrate good time management and a requirement to work evenings, weekends, and some public holidays as per a rota, over 7 days, to provide a flexible and responsive service, including oncall arrangements.

Numbers and grades of any staff supervised by the post holder: N/A

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by – Sarah Nardone – Interim Director Children's Integrated Services

Date – December 2024



Job title: Early Help Worker

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Qualification requirement	NVQ LEVEL 3 or equivalent.	✓	✓	✓
Knowledge	A practical knowledge and understanding of child development and the needs of children, young people, and families. Including a knowledge and understanding of family dynamics.	✓	✓	
	Sound knowledge of safeguarding issues and experience of applying legislation and policy and procedure to practice, including the relevant assessment framework and integrated working.	✓	✓	
	Knowledge and understanding of multi-agency & partnership working and the variety of services available to families.		✓	
	Knowledge of different theories, models and approaches to working with children and families and experience of applying these to practice.		✓	
	Understanding of the City Council and its strategic aims.		✓	
Skills / Abilities	Ability to communicate sensitively and effectively with children, young people and adults.	✓	✓	
	Ability to build good working relationships with families and over-come barriers to them engaging.		✓	
	Ability to manage allocated cases and a commitment to integrated working.	✓	✓	
	Ability to chair and facilitate meetings, impartially, and support children and families to create their own plans.	✓	✓	
	Ability to represent the Family Help Service in a variety of forums.		✓	
	Ability to think clearly under pressure and manage crisis situations.	✓	✓	
	The ability to work both independently and as part of a team.	✓	✓	



	Commitment to improving outcomes for children, young people and families.		✓	
	A commitment to high quality 'child-centred' family services.		✓	
	Ability to demonstrate a solution-focused approach that will give confidence to children, young people and their families.		✓	
Experience	Experience of working with vulnerable children, young people and adults, from a variety of backgrounds, in an outcome focused way.	✓	✓	
	Experience of supporting children, young people and families to manage change.	✓	✓	
	Experience of working in partnership with children, young people, families and communities to shape and enhance service provision.	✓	✓	
	Experience of effectively using a range of preventative and early intervention theories and models when working with children, young people & families to prevent the need for escalation to specialist services.	✓	✓	
	Experience of facilitating and co-ordinating Family Group Conference, multi-agency and family meetings, which is focused and specific, resulting in the creation of an agreed plan.	✓	✓	
	Experience of role modelling, mentoring, coaching and learning and development	✓	✓	
Information Technology	Ability to use IT systems effectively, including departmental recording systems and Windows based information technology.	✓	✓	
	Ability to input and maintain case records, reports and correspondence.	✓	✓	
Work to promote mutual respect and good relations	Honesty and Integrity			✓
	Sensitivity to a diverse range of service users and evidence of responding to their different needs.	✓	✓	
	Experience of handling conflict and managing sensitive issues to achieve positive outcomes.	✓	✓	
	An understanding to the City Council's Equality and Diversity Policy, a commitment to its implementation and application in employment and service delivery.	✓	✓	
	A commitment to supervision and professional development.	✓	✓	



Work Related Circumstances	Be willing to work across Children's Integrated Services as required to meet the needs of the service.	✓	✓	
	Willing to work flexibly and outside normal office hours.	✓	✓	
	Must be willing to undertake a CRB check at the appropriate level.	✓		
	Willing to comply with the City Council's non-smoking policy.	✓		
A - Application	AC – Assessment Centre	D – Documentary		

F E M N A ✓