

Job Description

Early Help Support Worker (Children's Services Support Hub)

Service:	Children Services	Team:	<i>Children's Services Support Hub</i>
Location:	<i>Across Lancashire</i>	Post number/s:	<i>N/A</i>
Salary	SCP 11 £29,071-£33,119	Grade:	6
Reports to:	Team Manager/Practice Manager	Staff responsible for:	None

Job Purpose

Achieving the best outcomes for children and young people in Lancashire. Keeping children and young people safe and protected from harm,
Working with partners to provide a professional multi agency response and continuously strive to improve the life of all children and young people in Lancashire.

To be part of a multi- agency team. These posts will be based in the Children's Services Support Hub covering the entire Lancashire footprint.

Reporting to the relevant Early Help Social Workers, post holders will work in partnership with other agencies within the Hub and wider early help service to provide a personalised, whole family focussed response to meeting the unmet needs of children, young people and families

To make enquiries to determine the most appropriate provision of early help support to families and individuals. To establish consent for early help and ensure the needs of the child are met via TAS and EHA. To provide feedback to referrers where threshold has not been met, to encourage appropriate referral pathways and access to service provisions under the wider early help offer.

Accountabilities/Responsibilities

Collaborative working with professional partners, to promote the best possible outcomes for children, young people, and families

To manage a caseload relating to children, young people and families who require early support

To ensure a timely response and offer of early help to children, young people and families

To assess the needs of children and young people and then determine an appropriate level of intervention

Gathering information to assist in the determination of whether there is a need for intervention within the Continuum of Need.

To act as a conduit to navigate referrals received into the Hub, deemed as 'early help' and direct these to wider early help services in a timely manner.

To work as part of the support hub to provide information and support to colleagues regarding early help provision.

To ensure the needs and wishes of children are fully addressed in the assessment and planning process and that there is evidence of children and young people's participation, lived experienced and voice of the child.

Liaise with designated line manager and comply with service requirements regarding supervision, undertaking continuous professional development and attendance at formal training.

Be aware and responsive to the differing needs of all groups within the community.

Undertake any other duties in relation to this area of work, including membership of the team's duty rota.

Work within the Safeguarding procedures and protocols within Lancashire County Council.

To undertake the initial social care response required when an Education, Health and Care Needs Assessment (EHCNA) is initiated. These workers will contact families promptly when an assessment request is received, gather proportional information about the child and family using current EHM/LCS records and a structured EHM proforma. They will provide impartial information, advice and signposting to appropriate support services including Early Help, Family Hubs, Short Breaks, the Local Offer and SENDIAS. They will also offer parent-carer or child and family assessments under section 17(10c) or section 17ZD where appropriate and escalate safeguarding concerns immediately to MASH when thresholds are met. All information gathered will be recorded in a consistent and auditable way to support Local Moderating Panel 1 decision-making and ensure statutory requirements are met.

Other

- **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.

- **Safeguarding Commitment**

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

Person Specification

Early Help Support Worker (Children's Services Support Hub)

Qualifications

Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licenses or equivalent where applicable

Experience

- Experience of, or the ability to demonstrate the competence to, engage with individual children, young people, and families **virtually** to identify and assess their needs and make appropriate planned responses which seek to improve outcomes.

Essential knowledge, skills & abilities

- Knowledge and Skills: Working knowledge and understanding of the work practices, processes and procedures relevant to the role in the Children's Services Support Hub.
- Knowledge and application of Lancashire's Continuum of Need and the Early Help Offer
- Empathy and sensitivity to the needs arising from a wide range of family dynamics
- Good understanding of the developmental milestones of children and young people and the issues that affect them in contemporary society
- Good analytical, assessment and critical reflection skills
- Good written and verbal communication skills
- Ability to use basic computer technology
- Ability to learn and understand theoretical concepts, legal frameworks and to work within policy and procedure
- Ability to work with competing demands
- Ability to use supervision positively and to contribute to the performance management process
- Ability to work as an effective team member

- Ability to respond positively and effectively to children and their families, promoting 'working in partnership' at all times
- Ability to work in partnership with other professionals/agencies
- Ability to respond positively to training and development opportunities
- Knowledge of the cultures and religions of the communities of Lancashire

Other essential requirements

- Commitment to equality and diversity
- Commitment to health and safety
- Display the LCC values and behaviours at all times and actively promote them in others
- This is not essential car user post.