

Job Description Family Support Worker (SEND) Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£28,142 - £32,061	Grade:	Grade 6
Reports to:	Senior Family Support Worker	Staff responsible for:	n/a

Job Purpose

Reporting to a relevant Senior Family Support Worker, post holders will work in partnership with other Family Partners across their team to provide a personalised, whole family focussed, casework response to meeting the unmet needs of children and young people with Special Educational Needs and / or Disability (SEND) and their families across the County.

Post holders will undertake direct work with children and young people with Special Educational Needs and / or Disability (SEND) and their families, holding an individual caseload. They will undertake Early Help Assessments of Children and Young People with SEND and their families. They will review co-produced plans with families aimed at improving the unmet needs of the children and improving their welfare. They will implement these alongside other key partner agencies through a Team around the Family approach.

Alongside this the postholders will process and undertake requests for Social Care Advice in relation to new Education Health and Care Plans (EHCP) and reviews. In addition, they will support EHCP decisions made by attending local area panels.

Their workload will be identified through a range of service pathways including cases;

- Referred for an early help response through the multi-agency safeguarding hub (MASH)
- De-escalated and stepped down from Children's Social Care including Children with Disabilities Team
- Requests for support identified by the completion of an Education Health and Care Plan (EHCP) or Education Health and Care needs assessment (EHCNA)

Post holders will work cooperatively across service delivery teams and themes to ensure that service users experience continuity and receive a seamless service. Receiving the right support at the right time from the right professional.

Post holders will secure the consent of service users and apply creativity to maintain positive engagement with family members throughout the duration of interventions. They will have responsibility for planning their work and choosing suitable evidence-based methodologies for responding to identified needs which achieve positive results. They will be able to use judgment to re-shape their responses to deal with new emerging needs and unforeseen issues, seeking guidance from Lead Practitioners and making practical decisions within closely defined policies and procedural guidance.

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. Undertake identified pieces of work and intervention, working directly with children and young people with SEND, and their parents and carers to achieve change and support resilience within families as part of a co-produced multi-agency plan of support to improving outcomes.
2. Respect confidentiality and explain to parents/carers when there is need to share information with others in order to protect children.
3. You will contribute to Education, Health and Care Plan Reviews and provide social care advice for Education, Health, and Care Plans.
4. Review suitability of commissioned support services as part of the Direct Payment package and liaise with identified social worker where needed.
5. Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.
6. You will develop effective communication skills to enable you to communicate with children and young people with communication difficulties, ensuring their views are represented in assessments, plans, meetings and decisions that affect them.
7. Record their interventions and direct work with service users in a comprehensive, accurate and judgement free manner, applying suitable analysis to justify their defined course of actions.
8. Work independently in response to the needs of families, and seeking guidance and support when unsure, and/or to improve the quality of their interventions.
9. You will advocate on behalf of children, young people, parents, and carers. You will challenge injustice, discrimination, and lack of access to services.
10. Account for their use of resources and expenditure from agreed budgets deployed to support a response to the needs of children, young people and families
11. 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.
12. Operating in accordance to service policy and procedures and relevant standards for early help.
13. Presenting and accounting for their work with children, young people and families, in terms of quality assurance, audit and inspection processes.
14. Regularly communicate with other agencies and service providers to share information build working relationship and to ensure joined up service provision for families in relation to Early help service delivery and ensure that children and families receive the best possible service at the right time.
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

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.

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 3 qualification or equivalent or substantial experience in a relevant technical, specialised, or operational field	E	A
Experience:		
Experience of, or the ability to demonstrate the competence to, work directly with individual children, young people and families with Special Educational Needs and / or disabilities (SEND) and their parents carers and families	E	A, I
Experience of working children, young people and families with SEND	D	A, I
Experience of or the ability to demonstrate implementing, developing, and reviewing plans to meet assessed needs to improve outcomes	D	A, I
Knowledge and Skills:		
Working knowledge and understanding of the practices and processes relevant to the role within Early Help including Education Health Care Plans (EHCP), Early Help Assessments (EHA), SEND Local Offer and Short Breaks with Children and Young People with SEND	D	A, I
Knowledge of legislation, guidance, policy, and procedures including those relating to children, families, carers and SEND	D	A, I
Knowledge of services relevant to children and young people with SEND, parents, carers, and families.	D	A, I
Empathy and sensitivity to the needs arising from a wide range of family dynamics connected to SEND	E	A, I
Good understanding of the developmental milestones of children and young people, including children with SEND and the issues that affect them in contemporary society	E	A, I
Good analytical, assessment and critical reflection skills	E	A, I
Good written and verbal communication skills	E	A, I
Ability to influence others practice based on technical or professional expertise.	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Ability to work as member of a team.	E	A, I
Ability to or commitment to communicating with children and young people with a range of SEND	E	A, I
Ability to work without close supervision.	E	A, I
An understanding of safeguarding and promoting the welfare of the child	E	A, I
Ability to interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	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