

Job Description

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

Job purpose and scope

To deliver this vision we have agreed some key outcomes:

As a Family Support Worker within Lancashire County Council, you will play a vital role in improving the lives of children, young people and their families. Reporting to a Senior Family Support Worker, you will work closely with skilled colleagues across your team to provide tailored, whole-family support that makes a genuine difference.

You will be based within one of our ten locality delivery areas:

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

In this rewarding role, you will work directly with families, holding your own caseload you will deliver high-quality evidence-based interventions.

Working within the Family Intensive Support (FIS) team you will undertake holistic Early Help assessments, working collaboratively families to identify both strengths and areas of needs. Together, you will co-produce a SMART multi-agency family action plan that supports children to remain stay safe, healthy and able to thrive.

Your work will involve providing intensive interventions, supporting families with more complex needs who are experiencing challenging situations/circumstances, focused on achieving positive, sustainable outcomes for the whole family.



Referrals into your caseload may come from:

- The Multi-Agency Safeguarding Hub (MASH)
- Step- across from statutory Children Social Care.

You will plan your work independently managing and co-ordinating an identified caseload, assessing and managing risk while identifying wider support to minimise vulnerabilities and enhance support for sustainable change. Using a range of direct work approaches you will build trusting relationships with the family, ensuring the voice of the child is central and clearly reflected in planning and decision making.

As circumstances change, you will use your professional judgement to adapt your interventions, seeking advice and guidance from a Senior Family Support Worker or Family Intensive Support Team Manager. Working confidently within Lancashire County Council safeguarding frameworks and established policies and procedures such as reflective caseload supervision.

Your work contributes to delivering and continuously improving Lancashire's vision for children, young people and families: Children, young people and their families are safe, healthy and achieve their full potential.

Everything you do will help achieve our 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. Make a real difference to families' lives by delivering tailored support that meets their needs. This includes carrying out Early Help assessments, cocreating SMART action plans, and delivering evidence based interventions that support children and young people to thrive.
2. Working proactively to build trust with families by respecting confidentiality, clearly and sensitively explaining when information must be shared to keep children safe.
3. Champion outstanding practice, ensuring children's needs are front and centre in every action, decision and interaction, and their voice is central to planning and decision making.
4. Tell the story of your work effectively, recording all interventions in a clear, accurate and non-judgemental way—supported by thoughtful analysis that demonstrates your impact.
5. Work confidently and independently, using your initiative to respond to families' needs while seeking guidance wherever it enhances the quality of support.
6. Be a responsible for resources, ensuring any budget used to support children, young people and families achieves maximum impact.
7. Drive continuous improvement, identifying ways to enhance day to day practice and contributing your ideas to team planning and service development.
8. Deliver safe, high quality support by confidently working within policies, procedures and recognised Early Help standards.
9. Work confidently within statutory frameworks including Working Together to Safeguard Children 2026 statutory guidance and the local authority safeguarding policies and procedures.
10. Apply thresholds for intervention accurately, seeking advice where needed.
11. Showcase the difference you make, presenting and evidencing your work for quality assurance, audit and inspection processes.
12. Work collaboratively across the system, building strong relationships with partner agencies to ensure families receive coordinated, seamless support by the right service at the right time. through multi-agency Family Action Plans targeted to the needs of the family.
13. Invest in your own professional growth, regularly reviewing your performance through the Council's Performance Engagement process and taking proactive steps to develop your practice.
14. Act as an ambassador for the Council, actively promoting our values and contributing positively to our shared goals.
15. 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.

Other Requirements

- Work flexibly, including occasional evenings or weekends, to meet the needs of families and support local service delivery.
- 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.

- **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).

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 *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 3 qualification will be offered through an apprenticeship route within the Council.</i>	E	A
Experience:		
Experience of, or the ability to demonstrate the competence to, work directly with individual children, young people and families to identify and assess their needs and make appropriate planned responses which seek to improve outcomes.	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families	D	A, I
Knowledge and Skills:		
Working knowledge and understanding of the work practices, processes and procedures relevant to the role in early help	E	A, I
Empathy and sensitivity to the needs arising from a wide range of family dynamics	E	A, I
Good understanding of the developmental milestones of children and young people 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

Family Support Worker

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 work without close supervision.	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