

Job Description and Person Specification



Job Description

Job Title	Children and Family Worker		
Grade	5		
Service	Childrens Services		
Reports to	Team Manager		
Location	Coventry		
Job Evaluation Code		Job Family	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

As a member of the Council's Responsive Services, you will be a key person within Emergency Duty Team (out of hours social care) where you will offer essential support services, generally, outside of standard office hours to address urgent social care needs and ensure the likelihood of emergencies occurring is reduced. EDT ensure that any Social Care emergencies that cannot be safely left to the following working day are dealt with, responding to the whole of the community of Coventry including Children's Services, Housing, Adult Social Care and Youth Justice Services therefore considering the overarching principles and objectives of these disciplines.

Requests for support can include service users that are already known and/or accessing support already or users who have not come to the attention of services previously. An efficient response is required to all requests and if appropriate historic information should be reviewed and considered when dealing with matters. EDT fosters a person centred and anti-discriminatory approach to all Service User groups.

Working alongside Responsive Services colleague, with guidance from Senior Practitioners on shift, and in partnership with agencies the post holder will be responsible for responding to all requests for assistance received during the work shift with a particular focus on promoting and safeguarding the welfare of children, adults and families of Coventry until core working hours. To act as a point of contact for callers including members of the public and professionals. Where necessary, providing advice, completing risk assessments, signposting, coordinating and planning of responses to calls/requests for support, which can at times include responding in person in a range of settings. Completing administrative tasks to ensure the cohesion of Responsive Services.

This role requires close liaison with key partner agencies, other organisations as well as colleagues on shift.

To advise line manager of any unmet needs, service deficits, resource implications and unresolved issues

To work within the budgetary and resource constraints applicable.

Main Duties & Key Accountabilities

Core Knowledge

- Work with adults, children and families in accordance with relevant legislation, local and national guidance and departmental policies and procedures. This is relevant to all aspects of the role; Adults, Children's, Youth Justice and Housing.
- Maintain detailed knowledge of all relevant legislation, statutory guidance and case law relating to relevant issues concerned with the service user groups. Apply this knowledge to the duties in this post.

About the Service your team will provide

- To provide direct responses and support in a timely fashion within a flexible approach to ensure that a service is delivered to those with often complex and evolving needs.
- Assessing the needs of adults, children and families in accordance with Coventry policies and procedures.
- In collaboration with children and families and other practitioners/agencies, coordinating a clear risk management to ensure the welfare of the person and/or family until core working hours are resumed.
- Participating in strategy meetings, planning/support meetings, discharge planning meetings (where urgent), review meetings are attended where necessary.
- Building a strong relationship of trust with partner agencies to enable a foundation for support and necessary challenge.
- Advocate for and on behalf of service users to ensure they receive appropriate services.
- To provide information on matters/liaise with other agencies and organisations
- Delivering direct support and interventions to children and families.
- Record on a range of record management systems, contribute as necessary to meetings/reports both verbally and in writing as required.
- Contribute to the collation of management information particularly around care packages, resource allocation housing support need, homelessness by ensuring that information is recorded accurately and promptly on the relevant database/forms to allow monitoring of progress/resource.
- Maintain up to date and accurate records of cases using management information systems in accordance with departmental in line with CCC IT systems and Data Protection/Information Governance policies and departmental policies and procedures.
- The post holder should work flexibly outside of Rota shifts including, evenings and weekends to meet the needs of adults, children and families.
- Actively participate in supervision and personal development and performance sessions as outlined in the departmental Policy as well as identify and attend personal and team training.
- Contribute positively to continued development and improvement of the Service by active participation in meetings and achieve the objectives of the service.
- Attend Training courses as required
- To comply with the requirements of the Working Time Directive in respect of all working hours
- Any other duties and responsibilities within the range of the salary grade

Key relationships

<p>External</p> <p>Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies</p> <p>External</p> <ul style="list-style-type: none"> • Charities/third sector agencies • Children’s placements • Education • Health • Housing • Other Local Authorities • Police • Probation 	<p>Internal</p> <p>All service areas in Childrens Services Human Resources LADO Adults Services</p> <p>Internal</p> <ul style="list-style-type: none"> • Adults Services • MASH Partners • Help & Protection Social Teams • Early Help Colleagues Youth Justice Service Through Care • Human Resources LADO
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Key relationships

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code		Job Family	
Knowledge			
Knowledge of anti-discriminative practice			
Understanding of child and young people's development			
Knowledge of Common Assessment Framework and associated processes			
Knowledge of Lead Professional role			
Knowledge of current Child Protection Procedures			
Knowledge of family support approaches			
Knowledge of parenting programmes, e.g. Family Links Nurturing Programme, Triple P, Strengthening Families			
Knowledge of intervention programmes that work with children and young people.			
Knowledge of working with groups (adults, children, young people and/or families)			
Equal opportunities policies and how to provide services that are sensitive and relevant to all service users			
Emergency Duty Team Practice and Procedures			
Be capable of understanding and acting upon relevant legislation concerned with adult social care, children's legislation, accommodation, housing and homelessness.			
Skills and Abilities			
Effective communication skills and interpersonal skills. i.e. listening, face- to-face, using the telephone, writing reports and keeping concise and accurate records, reports and correspondence			
Excellent skills and abilities in team working and working with other colleagues and partner organisations			
Able to carry out range of assessments including CAF. Good assessment skills and ability to analyse and process information			
Able to carry out programme assessments with individuals / families			
Able to operate self-sufficiently and work unsupervised			
Able to manage workload - with supervision			
Able to act as Lead Professional/key worker and co-ordinate and review support packages as part of a family support plan.			

Person specification

Able to develop and maintain professional relationships with adults, children, young people and their parents / carers.

Able to engage with individuals / families using programmes of intervention, and set achievable targets for change

Able to represent the service in other settings and court if required

Problem solving, investigative and analytical skills to be able to analyse and act on information provided

Able to chair and take minutes
Able to maintain manual and computer records as required by Service policy and procedures
The ability to work flexibly across all functions of the service, where demand dictates
Ability to engage with finance management issues and it will be necessary to handle cash/purchasing cards to support with purchasing certain items within CCC procurement guidelines.
Be able to plan, prioritise and organise workload and meet deadlines when working under pressure.
Ability to work out of office hours on a rota basis
The ability to travel in and around the city, as well as outside of the city as required
Presentational and training skills
Experience
Experience of intervention work with adults, children, young people, parents and carers
Experience of delivering packages of family support
Experience of group work with families
Experience of multi-disciplinary multi-agency working
Experience of effective working in a Team
Experience of undertaking assessments
Having completed recording/administrative procedures in line with experience
Of working under pressure within time restraints
Experience of Lead Professional role
Qualifications
NVQ 3 (or equivalent) in childcare relevant to the post or equivalent/relevant experience.
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	January 2025	Date Reviewed	
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