

Job Description and Person Specification

Role: Early Support Key worker



Job Description

Job Title	Early Support Key worker
Grade	5
Service	Children's Services
Reports to	Early Support Manager
Location	City wide – based at Broadgate House
Job Evaluation Code	



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

1. To act as a key worker with case management responsibilities to co-ordinate and plan integrated and intensive family support for children aged 0-5 years of age with complex health needs and/or disabilities.
2. To work in a multi-agency team responding to referrals and gathering information to enable threshold decisions to be made regarding the support that a child/family requires.

Main Duties & Key Accountabilities

Core Knowledge

1. Work with Agencies, professionals and members of the public in accordance with relevant legislation, local and national guidance, policies and procedures.
2. To work within statutory timescales to provide an accurate initial assessment of children and their families by gathering information, making contact with parents, professionals and anyone else relevant to the child in question regarding the information which has been shared.
3. 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.
4. Contribute positively to continued development and improvement of the Service by active participation in meetings and achieve the objectives of the service.
5. Maintain up to date and accurate manual and computer records, in line with departmental regulations and the recording policy
6. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Health – physiotherapist, occupational therapist, dieticians, community nurses, paediatricians, GP, Hospital specialists (UHCW, BCH, Leicester Royal Infirmary, George Elliot, Rugby and Warwick) Education – private nurseries, schools, private sectors, independent or voluntary Housing Charity organisations Benefit services Police Home Office/immigration	Early Help/hubs SENDIASS – portage, sensory support service, Social Workers Schools

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.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of anti-discriminative practice	
Understanding of child and young people's development	
Knowledge of Common Assessment Framework/Early Help and associated processes	
Knowledge of Lead Professional role	
Knowledge on Special Educational Needs (SEN) and inclusion	
Knowledge of current Child Protection Procedures	
Knowledge of family support approaches	
Knowledge of parenting programmes, e.g. Family Links Nurturing Programme, Triple P	
Knowledge of intervention programmes that work with children and families.	
Skills and Abilities	
Effective communication skills and interpersonal skills i.e. listening, face-to-face, using the telephone and keeping records	
Able to carry out initial assessments	
Able to maintain manual/computer records as required by Service policy and procedures	
Able to operate self sufficiently	
Able to maintain manual/computer records as required by Service policy and procedures	
Ability to form positive working relationships with other professionals	
Able to work as part of a team and self-directed	
Ability to identify and assess the needs of the children, young people & families, planning, coordinating and leading support and intervention as a key worker	

Experience
Experience of intervention work with children & young people
Experience of intervention work with parents and carers
Experience of multi-disciplinary and multi-agency working
Experience of effective working in a Team
Experience of undertaking assessments
Experience of working with children with additional needs and their families
Experience of working under own initiative
Qualifications
NVQ 3 (or equivalent) in childcare or relevant experience in working with children and families.
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	September 2021	Date Reviewed	October 2023
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