

# Job description



**Nottingham**  
**City Council**

## Job title: Priority Families Accredited Practitioner

**Department:** Children and Families

**Service:** Family Community Teams

**Section:** Priority Families

**Grade:** GLPC - H

**Job Evaluation ID:** JE1000003833

### 1 Job purpose

1. To provide targeted and intensive support to families experiencing complex and multiple issues through sustained intervention using whole family assessment and utilising partner agencies to effect and sustain positive change for the family, individual members and the community around them.
2. Promoting and embedding the Priority Families operating model as a local 'expert' and change champion.
3. Quality assuring and tracking use of the Priority Families processes and systems across practitioners in a defined area.
4. Managing the partnership's small resource budgets for individual families practical needs in a defined area.

### 2 Principal duties and responsibilities

#### Direct work with children, young people and parents/carers

1. To work persistently and assertively within an integrated framework to support vulnerable children, young people and families to improve their social, physical and emotional well-being. To take responsibility for direct and therapeutic interventions, including work with those who face particularly complex and multiple issues and who may be resistant to engage.
2. To facilitate and deliver support and interventions which improve parental capacity and family relationships, enabling parents to more effectively meet the needs of their children.
3. To deliver and co-facilitate a range of evidenced based interventions, programmes and group work in accordance with the requirements of the Nottingham Family Support Strategy.
4. To oversee and co-ordinate partnership parenting programme delivery schedules for a defined area, working with the Priority Families Programme Coordinator and other designated senior managers in relation to developing a 'core offer' of evidence based parenting programmes for Nottingham City.
5. To engage with children, young people, and families, using a holistic approach to include them in planning, decision making and goal setting.
6. To empower children, young people and families to contribute to the development of the service through evaluation, consultation, and feedback of services provided.
7. To take reasonable care for own health and safety and that of other people, ensuring the implementation of appropriate procedures and practice in line with current Health & Safety legislation.

## **Casework duties**

8. To case hold and coordinate work with identified priority families with complex and extensive needs to prevent social care intervention, with minimal supervision, and in line with current Safeguarding and other relevant policies and procedures.
9. To act as a Lead Professional within the relevant assessment framework and to co-ordinate and chair multi-agency forums. To work closely with the Chair of allocation meetings to support and coordinate the flow of cases and to ensure the case is allocated within 3 working days.
10. To assess 'Risk' and respond promptly and appropriately to incidents that may have child protection and/or criminal implications, escalating to 'protection' status and social care when required.
11. To use assessment and analytical skills in order to undertake a comprehensive holistic 'family' assessment. To ensure the family assessment is aligned with the CAF process under the Family Support Strategy
12. To update and maintain appropriate data-bases and case files, to record work, write high quality reports and correspondence in agreed timescales, in line with the recording policy.
13. To make good use of information systems, entering and reading information as required, and to maintain confidentiality in accordance with the Data Protection Act and data sharing protocols.

## **Partnerships**

14. Managing the partnership's small resource budgets for individual families practical needs in a defined area.
15. To link closely with schools in a defined area to promote school engagement in the Priority Families approach and to support swift allocation of families identified by schools.
16. To provide reports at regular intervals to the Priority Families Programme Coordinator as required and the Managers Operational Group on activity undertaken.
17. Work in partnership with the local community to promote and improve services that are fully inclusive and accessible to all.
18. To work closely with all partner agencies to support delivery of integrated services for families. To undertake escalation of barriers or obstacles to delivery through the Priority Families Governance framework.

## **Quality assurance and support**

19. To provide expertise and consultation to practitioners in a defined area who are involved in Priority Families delivery, supporting the understanding of and compliance to, operational procedures.
20. Through mentoring and coaching others - to contribute to developing a pool of suitably trained practitioners across a defined area, who can work collaboratively to deliver high quality family support under Priority Families, sharing good practice and pooling learning.
21. To check that assessments, family plans and plan reviews undertaken by workers in a defined area are started and concluded within the specified timeframes and to quality assure the same.
22. To be a proactive and positive member of the team, contributing to a problem solving and teamwork approach. To participate in the development, planning, review and evaluation of service delivery.

23. To actively participate in individual supervision with Line Manager and any case over-sight supervision required by the relevant Specialist, incorporating a reflective practice model.

### Professional development

24. To undertake full accredited training in Family Intervention Support (Working Together with Parents Award Level 4, or Supporting Families with Complex Needs Level 4).

**3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.**

**4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**5 Numbers and grades of any staff supervised by the post holder:**

None

**6 Post holder's immediate supervisor:**

Line Manager in host agency - Also reporting to Nottingham's Priority Families Programme Coordinator.

**Prepared by/author:** Gareth Sayers

**Date:** 10<sup>th</sup> September 2013

**Job title:** Service Redesign Consultant

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**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** .....

**Date:** .....



# Person specification

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Areas of responsibility/ requirements	Requirements	Measurement				
		P	A	T	I	D
<b>Knowledge</b>	A practical knowledge and understanding of child development and the needs of children, young people, and families.		√		√	
	Knowledge of the complex issues that affect families		√		√	
	Sound knowledge of safeguarding issues and experience of applying legislation and policy and procedure to practice, including the relevant assessment framework and integrated working.		√	√	√	
	Knowledge and understanding of multi-agency & partnership working and the variety of services available to families.				√	
	Knowledge of different theories, models and approaches to working with children and families and experience of applying these to practice.		√		√	
	Good knowledge and understanding of the Priority Families agenda, including the operating procedures, family assessment and performance priorities.		√		√	
	Ability to work within financial regulations and own agency's financial processes		√		√	
	Understanding of the City Council and its strategic aims.				√	
<b>Skills / Abilities</b>	Ability to communicate sensitively and effectively with children and adults, and build good working relationships with families in order to over-come barriers to them engaging.		√	√	√	
	Ability to manage allocated cases through integrated working, and support the programme coordinate with the flow and allocation of Priority Families cases.		√		√	
	Ability to conduct assessments and analyse findings to formulate action plans, and the ability to produce high quality written records and reports.		√		√	
	Ability to support and mentor less experienced staff, to model good practice and pool learning across the partnership.		√		√	
	Ability to represent the Family Community Teams and the partnership in a variety of forums and act as a Priority Families 'Champion' to develop a pool of suitability trained practitioners.				√	
	Ability to think clearly under pressure, and manage crisis situations.		√		√	

	The ability to work both independently and as part of a team.		√		√	
	Commitment to improving outcomes for children, young people and families and to high quality 'child-centred' family services.				√	
	Ability to demonstrate a solution-focused approach that will give confidence to children, young people and their families.				√	
	Ability to analyse performance and outcome data and prepare reports and proposals for practice and service development.		√		√	
<b>Experience</b>	Experience of working with vulnerable children, young people and adults, from a variety of backgrounds, in an outcome focused way.		√		√	
	Experience of supporting children, young people and families to set achievable targets for change, within a multi disciplinary approach.		√		√	
	Experience of working in partnership with children, young people, families and communities to shape and enhance service provision.		√		√	
	Experience of effectively using a range of preventative and early intervention theories and models when working with children & families to prevent the need for specialist services.		√	√	√	
	Experience of case management, ideally in an intensive support model of service delivery with experience acting in a Lead Professional role.		√		√	
	Experience of budget management and the ability to seek out new opportunities for service development to deliver priorities effectively.		√		√	
	Experience of implementing best practice in case management and achieving improvement in performance.		√		√	
<b>Information Technology</b>	Ability to use IT systems effectively, including departmental recording systems and Windows based information technology.		√		√	
	Ability to input and maintain case records, reports and correspondence.		√		√	
<b>Work to promote mutual respect and good relations</b>	Honesty and Integrity					√
	Sensitivity to a diverse range of service users and evidence of responding to their different needs.		√		√	
	Experience of handling conflict and managing sensitive issues to achieve positive outcomes.		√		√	
	An understanding to the City Council's Equality and Diversity Policy, a commitment to its implementation and application in employment and service delivery.		√		√	
<b>Work Related Circumstances</b>	A commitment to supervision and professional development.		√		√	
	Be willing to work across Family Community Teams as required to meet the needs of the service.		√		√	
	Willing to work flexibly and outside normal office hours.		√		√	
	Must be willing to undertake a CRB check at the appropriate level.		√			
	Willing to comply with the City Council's non-smoking policy.		√			

**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

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