



Role Title	Family Group Conference Practitioner
Job Family	Children & Families
Competency Level	All Colleagues
Scale	PO1-PO2
Purpose To contribute to the work of the Waltham Forest Family Group Conference team by arranging and facilitating Family Group Conferences and Reviews and producing FGC Plans in line with Family Rights Group protocols. FGC Practitioners work within a strength-based practice model, ensuring relationships are built with, compassion, responsibility, collaboration, curiosity, and creativity and are focused on outcomes that enable people to be safe, well, resilient and independent. PO2 Additionally, FGC Practitioners will hold a caseload of children residents, and offer advice to those in the process. FGC Practitioners will be expected to undertake regular training via associated FGC Practitioner role may include lone working, home visits, and occasional out-of-hours work depending on Service demands. This role is subject to career grading. This will be reviewed during yearly appraisals.	
Generic Accountabilities	End Results/ Outcomes
Respond to FGC referral requests, offer advice to social workers and other referrers both verbally and written with review from a Senior Manager	Effective and accurate information is provided to referrers regarding the Family Group conferencing Process PO2 <u>Make informed decisions with minimal supervision</u>
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risks and Issues are escalated appropriately and timely. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.



Promote and contribute to the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Ensure requirements of Family Rights Group are maintained and well followed through systems, policies and procedures. Service standards are improved.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility	Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children and young people.
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate complete and meaningful. Caseload is regularly reviewed, maintained and updated in a timely way. Self-audit of caseload is conducted with initiative and improvements made accordingly.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Co-operate with and support colleagues and relevant stakeholders.	Colleagues are supported. Required information is provided. Shared goals are achieved.

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Liaise and collaborate with MAS/MDT to achieve shared goals	
Maintain a robust feedback loop with all stakeholders to inform continuous service improvement	Families feel more empowered and supported throughout the FGC process. Complex or safeguarding issues are identified and escalated in accordance with statutory guidance A clear and consisted feedback loop is maintained, with focus on the monitoring the impact of implemented plans.
Job Specific Accountabilities:	
Working within the Family Group Conference team, collating information and advising clients via letter, direct meetings with families, Children and young people, the work has significant implications for the wellbeing of individuals and possible safeguarding responsibilities. Exchanging information with Professional colleagues across divisions, providers and external agencies to co-ordinate actions for families. Developing sensitivity, persuasiveness, negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances and the ability to manage and resolve conflict Ability to build trust and confidence with children and young people and colleagues. Achieve and ensure that families get the right support at the right time and working with Early Help and Social care to ensure	The FGC Practitioner will be flexible and responsive to the needs of children and their families that are referred to the FGC team in relation to Family Group Conferences To be available to work outside of office hours.



the support is appropriate to the needs of the family.	
Liaise, Arrange and facilitate necessary preparatory tasks with referrers and families & children to support the organisation and delivery of a Family Group Conference	Support to Children and Families and to referring agencies is provided to the required FGC National standards and timescales Children & Families and referrers are provided with clear and appropriate information about the family group conference process, offered advocacy and the services of interpreters where required and are organised with the consent of children and their families. Practice follows the Principles outlined in Family group conferences Principles and practice guidance © Barnardo's/ Family Rights Group/ NCH and Delivering family group conferences during the Coronavirus crisis © Family Rights Group 2020, and locally agreed targets and timescales.
Organise, Facilitate and hold high quality Family Group Conferences and Reviews, including remote FGC's using Family Rights Group legislative framework and Waltham Forest strengths based approach.	Family Group Conferences are held within National and local Guidelines and Timescales and are accessible, secure and safe for all participants. Children & Young People are supported to attend FGC's and to have their views and wishes incorporated into the Family Plan. Strong ability to engage hard to reach families i.e. families with language and/or additional needs To facilitate and manage a caseload of Family Group Conferences, ensuring all preparation is completed to allow for a quality and outcome focused Family Group Conference. Organise, facilitate, and chair meetings within tight timescales and to manage the practical and administrative tasks of a Family Group Conference to the approved standards. To be an integral part of the development, promotion, and implementation of the offer, and deliver on our visions, missions, and values.
PO2 Effectively manage a caseload and provide timely, accurate advice and support to individuals throughout the process.	PO2 Maintain and manage an assigned caseload efficiently, ensuring all cases are progressed within agreed timescales and service standards. Provide clear, accurate, and tailored advice to individuals

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	throughout their journey, ensuring they understand processes, options, and next steps. Monitor the progress of each case, identifying and responding to risks or barriers in a timely manner to ensure effective resolution.
Maintain properly documented case files, records and information. Prepare Family Group Conference Plans and Mosaic reports as required	Clear record of actions, circumstances and decisions are provided. Information is managed in compliance with legislation and best practice. Family group conference Plans should reflect the style, vocabulary and decisions of the family whilst remaining easy to understand by anyone who may need to work with it, (for example, an out of hours social worker, a teacher who was not present at the family group conference, or court).
Shows commitment to continued professional development	Take responsibility for identifying and pursuing own development needs. Participate in regular practice reflection and supervision. Hold or be willing to work towards recognised FGC Convenor training
To promote self-advocacy, provide advocacy support or enable access to independent advocacy as required. Develop, design, deliver and facilitate regular practice forums.	Support individuals and families to have a voice and be able to share their wishes and feelings. Use motivational interviewing techniques to get to the heart of what will make a difference where appropriate
To develop and maintain a clear understanding of local community strengths, resources, connections, gaps and opportunities.	To create partnerships between families, professionals and communities that will achieve understanding and safe outcomes for children and families at risk
Nature of Contacts Involves supporting and guiding residents, stake holder and third parties to ensure a successful service May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.	

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Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Enhanced DBS clearance.

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: Nil

Knowledge, Skills and Experience

- Experience of having worked in a fast paced, customer focused environment.
- Excellent knowledge and application of IT systems and software packages, including MOSAIC.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to engage and motivate residents, families, and professionals in a variety of settings.
- Ability to manage and facilitate groups of people.
- Ability to manage and diffuse difficult situations, manage risk and work effectively under pressure.
- Ability to overcome objections positively whilst remaining engaging and approachable.

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- Ability to prioritise workload.
- Ability to communicate clearly verbally and in writing, and to follow through required actions
- In-depth knowledge and understanding of theory and practice of Family Group Conferences and their use in a variety of settings.
- Understanding of the concept of multi-disciplinary and partnership working.
- Understanding of solution-focused and strength-based practices.
- Experience of service delivery which is culturally sensitive and responsive to the needs of a multi-cultural community.
- Significant post-qualifying experience working with children & families in the community.
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- Experience of producing and quality assuring family plans.
- An understanding and working knowledge of the relevant legislation, regulation, and guidance (Special Guardianship regulations, Safeguarding and Care Planning Regulations etc)
- Experience of prioritisation in line with service delivery and court requests.
- Demonstrable knowledge and experience in assessing complex risks.
- Experience of having to interpret, understand and make judgements on the complex interactions between the risk and protective factors in any given situation when arriving at a decision about whether a child or young person is suffering or is likely to suffer significant harm and escalate appropriately.
- Expert knowledge, skills and experience in assessing complex risk and proven ability to respond effectively
- Substantial engagement in Continuing Professional Development (CPD)
- Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement
- Excellent written, oral, communication and interpersonal skills

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

Degree in any discipline or willing to work towards

Willing to work towards Family Rights Group (if not already accredited)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

