

<b>Role Title</b>	<b>Families First Practitioner / Coach</b>
<b>Job Family</b>	<b>Families &amp; Homes</b>
<b>Competency Level</b>	<b>Principal Officer/Manager</b>
<b>Pay Range / Scale</b>	<b>PO2</b>
<p><b>Purpose</b></p> <p>To contribute to the achievement of improved outcomes for Children and Families in Waltham Forest, through effective whole family interventions focused on two or more priorities from the Troubled Families Outcomes Plan:</p> <ul style="list-style-type: none"> <li>• Anti-social behaviour &amp; crime</li> <li>• Children needing help</li> <li>• Worklessness</li> <li>• Education</li> <li>• Domestic abuse</li> <li>• Health</li> </ul> <p>Design and carry out effective whole family interventions as the Lead Professional with a caseload of up to 20 families with multiple needs. Ensure continuity and consistency in delivery of early help assessments using the Our Family Journey tool with families, including Family Outcomes Planning and review through home visits, parenting support, chairing Team Around the Family meetings and professionals meetings. Carry out strength-based practice that builds skills, relationships and resilience, helping families to help themselves and each other.</p> <p>Promote effective integrated working across the children's services system: develop effective working relationships with families and communities, within Families First, within the Early Help Division, and with professional partners from a range of agencies and sectors. Carry out multi-disciplinary and co-located team working and coordinate multi-agency Family Outcomes Plans that build skills and relationships, and improve outcomes for families.</p>	

<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>

Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
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.
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.

<b>Job Specific Accountabilities:</b>	
Safeguard the welfare of children, young people, and vulnerable adults you work with directly and those who you come into contact with	<p>Practitioners identify, record and report risks to children, young people and vulnerable adults according to the guidelines set out in national guidance and to local safeguarding policy</p> <p>Children, young people and vulnerable adults are safeguarded from risk of harm and their welfare is promoted through prevention and early help</p>
Provide evidence-based whole family interventions and strengths-based coaching for families that builds their skills, relationships, and resilience and helps children to be independent, resilient, safe, and well.	<p>Practitioners develop and maintain effective relationships with parents in a non-judgemental way. Empowering them to get the most out of educational, physical and mental health and other life opportunities available.</p> <p>Families develop skills, relationships and resilience, including effective techniques to support and encourage children to make progress in learning and achievement.</p>
Work in partnership with whole families in their networks and communities to enable children, particularly the most disadvantaged, to have full access to educational, health and other life opportunities and overcome barriers to learning and participation.	Families build relationships and tap into their networks and communities as a source of support that builds resilience and improves outcomes for children.
Lead on the provision of appropriate and empowering parenting programmes and other forms of structured support for parenting, such as one to one parenting advice.	<p>Parents understand their primary rights and responsibilities to raise their children.</p> <p>Parents are able to access information, guidance and tools that they can use to carry out effective parenting.</p> <p>Parents receive direct support that helps them to improve and maintain positive parenting skills.</p>
<p>Effectively manage a specified number of whole family intervention cases.</p> <p>Ensure that individual case records are up to date, accurate, and of the highest quality using the systems provided.</p> <p>one-to-one and group supervision</p>	<p>All early interventions are based on effective evidence-based practice and recording systems are outcomes and impact focussed.</p> <p>Family Intervention caseloads are monitored, recorded and regularly reviewed against agreed Family Outcomes Plans. All referrals are managed in accordance with the Early Help Division policy, practice, guidance and procedures.</p> <p>Practitioner is able to reflect on their own practice to continuously improve the offer to families.</p>
Use the Our Family Journey tool – or appropriate valid early help assessment methods - to gather early help assessment information to support a multi-agency Team Around the Family intervention proportionate to needs and seeks to embed good practice around information sharing.	<p>The Our Family Journey tool – or appropriate valid early help assessment method - is completed to agreed standards, supports effective whole family interventions, and facilitates the multi-agency Team Around the Family approach.</p> <p>Child's voice</p> <p>lead professional</p>

Undertake home visits to families to support access to early interventions.	Home visits are undertaken in full accordance with safeguarding practice.  Standards
Liaise and consult with a range of colleagues - across Early Help Division; Children's Social Care; Adult Services, including Mental Health and Housing; Police and Probation services; Mainstream Schools, Alternative Provision, Education Support Services; and with the voluntary and community sector - to improve outcomes for children.	Practitioners contribute to effective integrated working including safeguarding and early help decision making, and step up and step down between levels of need.  Practitioners contribute to improving outcomes across the Troubled Families Outcomes plan.  Re-word: To develop and maintain strong relationships with schools, colleges, specialists, support groups and networks to strengthen support available to children, young people and their families/carers.
<b>Nature of Contacts</b>  Typically involves Families, Children, Young People, School, Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing a range of services for children and families.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.  Deal with people at all levels confidently, sensitively and diplomatically.	

<b>Procedural Context</b>	
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.  Occasionally the post will be expected to work from other locations	
<b>Key Facts and Figures</b> <ul style="list-style-type: none"> <li>Enhanced DBS</li> <li>Office based</li> <li>Home visits</li> </ul>	
<b>Resourcing</b> Budget Responsibilities: <b>None</b> Supervisory Responsibilities: <b>None</b>	
<b>Knowledge, Skills and Experience</b> <ul style="list-style-type: none"> <li>Knowledge and understanding of key theories and principles relating to early childhood and family life.</li> <li>Sound knowledge of a range of legislation and policy frameworks in relation to children and young people, not least Children's Act 1989 and 2004, Working Together to Safeguard Children 2015</li> </ul>	

- Knowledge of signs and indicators of child abuse and neglect, and understanding of child protection issues.
- Experience of working with children and families with specific, multiple and complex needs.
- Experience of child engagement, child's voice work, and ensuring they remain at the centre of interventions
- Experience of family outreach work including home visiting.
- Experience of evidence-based and structured approach to recording practice
- Experience of using reflective techniques to evaluate and continuously improve own practice
- Knowledge and understanding of families from a range of cultures and communities.
- Experience of delivering evidence-based parenting programmes
- Ability to chair meetings such as the Team Around the Family (TAF) or professionals meetings
- Excellent interpersonal skills. Ability to negotiate and persuade and build and maintain effective working relationships at all levels. Ability to communicate with, engage and influence customers, partners and stakeholders.
- Experience of partnership working.
- Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.
- Proven initiative and judgement to identify and resolve problems
- Good ICT skills - both standard Microsoft applications and specialist systems.

#### **Indicative Qualifications**

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

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.