

Job Description and Person Specification

Family Solution Practitioner

A Lambeth to be proud of



Job Title: Family Solutions Practitioner

Department: Children's Social Services

Division: Early Help, Access and Assessment

Business Unit: Edge of Care and Reunification

Grade: PO1 - PO3

Reports to: Team Manager

Responsible for: N/a

Context

Family Solutions (Edge of Care) is a service designed for young people between the ages of 11 and 17 years old and their families, where the young person is considered by the local authority to be 'in crisis' and consequently on the cusp of a reactive care episode.

A team of dedicated and skilled practitioners work alongside the allocated social worker and the family with the aim of identifying 'workable' solutions to help improve the relationships they share with each other.

Solution Focused Brief Therapy is the model used to promote family participation which is compatible with Children at the Heart of Practice.

Job Purpose

- The Family Solutions Service works with the whole family utilising strengths based and solution focused methodology to support them in developing and implementing sustainable, long term desired change. Intervention is intensive and time limited and as a consequence, caseloads are comparatively small and offer the opportunity for direct and frequent engagement at the heart of families.
- The Edge of Care Family Solutions Practitioner will work as the lead professional, working closely with families and partners to ensure family members' needs are met using the whole family and strengths-based practice.
- To assess the needs and risks for children and identify actions appropriate to meet need and address risk in collaboration with referring social workers.
- They will work alongside allocated Social Workers.

Responsibilities

1. To manage a caseload of families with additional and multiple needs as directed by line manager.
2. To complete Family plans and intervention reports and ensure case notes are up to date.
3. To use reflective supervision in casework attending regular supervision with their line manager.
4. To work directly with child and young person to ensure their voice is heard and incorporated into the planning process.
5. To provide and co-ordinate structured support and intervention to families to help them change their behaviour. Some of these interventions may be required to be intensive.

6. To support practitioners to build up their knowledge and skill-set in working with young people and dealing with issues pertaining to adolescent development.
7. To connect up local services to strengthen the local partnership network and mobilise resources so they become available to the local families.
8. To attend and chair Family meetings as a way of supporting practice in this area as an 'expert practitioner'.
9. To have a sound understanding of Lambeth's safeguarding thresholds and ability to apply this knowledge in practice.
10. To undertake the full range of assessment, planning and reviewing activity in relation to children and families with additional and complex needs. This will include:
 - achieving concrete outcomes for families
 - co-ordinating work across networks, communities and agencies to support families
 - providing evidence-based support
 - Sound decision-making with an appropriate level of independence and autonomy
 - Taking the initiative, to form constructive alliances and to act as a change agent
 - Modelling good practice for universal and community professionals
 - Undertaking direct work with children, young people and their families on an individual or group basis.
11. To develop and maintain a thorough knowledge of legislation and regulations and departmental procedures relating to working with children and families including Lambeth's safeguarding procedures and GDPR laws.
12. To collect and provide managers with such information as may be required about assessments, casework and capacity building activity, utilising new technology and case management systems.
13. To organise and plan work activities taking into account competing demands and priorities and to keep manager appraised of any difficulties.
14. To recognise and act on safeguarding concerns relating to children and to adults with care and support needs, and contribute to the response to such concerns, promptly escalating cases where necessary.
15. To meet the organisation's requirements in regard to record keeping, including that required for the monitoring of performance and quality.
16. To prepare and present reports and assessments for meetings with families and partners including at reviews and panels.
17. To keep your skills and knowledge of systemic practice up-to-date, in order to be able to meet the requirements of your role and to maintain requirements of professional registration where applicable. This will include keeping up-to-date with relevant best practice, regulations and guidance, and acting in line with it, particularly around systemic practice and capacity building.
18. To have regular contact with community partners including in schools, Children Centre's, and GP surgeries according to local need

Professional Accountabilities

19. To complete bespoke Solution Focused Brief Therapy training within the first year of this role.
20. To act as a source of expert advice and consultation for staff within Children & Families, on professional issues relating to edge of care work and assessments of risk to the child or young person affected.
21. Contribute to the implementation and review of child plans (CIN, CP, care and pathway plans etc).
22. To attend regular group supervision and collaborate with the proposed interventions for families.

General

23. Work as a member of the wider Front Door Partnership liaising with and supporting all staff and ensuring appropriate cover for colleagues as agreed by service managers. Carry out all duties in accordance with the London Borough of Lambeth's Equal Opportunities policy, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.
24. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in groups and task teams, some of which may involve working across disciplines, or with colleagues from across the Council and partner organisations.
25. To take full responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to post holder's own role and participate in the Council's appraisal scheme.
26. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
27. As a Lambeth Officer you are expected to observe common corporate accountabilities and to promote a positive image of the Local Authority at all times
28. To undertake other duties that may be reasonably requested by line manager.
29. To participate in training, learning and development events relevant to the development of the service and the role. This includes:
 - Carrying out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act and other relevant legislation today and in the future, as well as Council policies.
 - Complying with Financial Regulations, seeking best value in all goods and services purchased and preventing any avoidable financial loss.
 - Being courteous and professional towards everyone you work with in all written and verbal contacts.
 - Promptly responding to all messages and correspondence, including emails.
 - Reporting any misconduct on the part of Council Officers or contractor
30. The post-holder must at all times carry out the duties of this post with due regard to the Council's Equal Opportunities & Diversity Policies. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

Special Conditions

31. Employment is subject to an enhanced Disclosure & Barring Service (DBS) criminal record disclosure satisfactory by the Council, to be undertaken on a three yearly basis. You must inform your manager if you are arrested for or charged with any criminal offence.
32. Due to the nature of the work with vulnerable children and families some work beyond normal office hours is required from time to time.
33. The post is exempt from Section 4 (2) of the Rehabilitation of Offenders Act, 1974, as the duties give you access to persons who are under the age of 18. Applicants are not entitled to withhold information about convictions, which would be regarded as spent for other purposes.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Up to date professional and technical expertise in relation to strength-based and whole family practice to improve outcomes for children and families	✓A
	K2	Good knowledge and understanding of safeguarding procedures and thresholds of need.	✓A
Relevant Experience	E1	Experience of acting as a lead professional for families with multiple or complex needs and working directly with families to deliver positive outcomes for them.	✓A
	E2	Experience collaborating with social workers, education, police and voluntary sector colleagues and other professionals, as the lead professional, in multi-agency settings	✓A
	E3	Proven ability to undertake individual and family assessments, develop action plans and assess needs and risk.	✓A
	E4	Extensive experience of working with hard to engage families.	✓A
	E5	Evidence of recording casework using information and data management systems.	✓A
Qualification	Q1	A recognised qualification working with children or young people. Recognised disciplines include social work, teaching, youth work, health work, police and probation work.	✓A

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that 	

		<p>they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	