

Job Description and Person Specification

Inclusion Officer (VCS)

A Lambeth to be proud of



Job Title: Inclusion Officer

Department: Children's Services

Division: Children's Social Care

Grade: PO1

Reports to: Team Manager

Job Purpose

The Inclusion Worker (voluntary sector) is a key role within the Families First Programme, supporting the national reform agenda to deliver earlier, more effective family help services and reduce the need for statutory intervention. Working as part of a multidisciplinary team, the Inclusion Worker provides targeted support to adolescents and their families where emerging needs and vulnerabilities are impacting outcomes. The role focuses on building trusted relationships with young people, strengthening family resilience, and promoting access to education, community resources, positive activities, and support networks. Drawing on experience from the voluntary, community, youth work, or family support sectors, the Inclusion Worker uses a strengths-based, trauma-informed, and relationship-led approach to engage adolescents who may be facing challenges such as poor school attendance, emotional wellbeing concerns, family conflict, social exclusion, exploitation risks, or disengagement from services. Through direct work with young people and collaborative working with families and partner agencies, the role contributes to the Families First ambition of providing seamless, whole-family support that improves outcomes and enables children and young people to thrive within their families and communities.

Key Responsibilities

Leadership & Management

1. Model the values and principles of the Families First Programme through relationship-based, strengths-focused and child-centred practice.
2. Take responsibility for managing an allocated caseload of adolescents and families, ensuring interventions are purposeful, outcome-focused and delivered in accordance with agreed timescales.
3. Demonstrate professional accountability for decision-making, exercising sound judgement and escalating concerns where necessary.
4. Promote the voice of the child and ensure adolescents are actively involved in assessment, planning and review processes.
5. Work autonomously whilst contributing effectively to the wider Family Support Team and multidisciplinary service.

Operational Delivery

6. Provide targeted support and intervention to adolescents aged 11-18 and their families who require additional help to improve outcomes and prevent escalation of need.
7. Undertake assessments and contribute to whole-family plans that identify strengths, needs, risks and desired outcomes.
8. Deliver direct one-to-one and family-based interventions using strengths-based, trauma-informed and restorative approaches.
9. Support young people experiencing challenges including poor school attendance, emotional wellbeing concerns, family conflict, social exclusion, anti-social behaviour, exploitation risks, substance misuse and disengagement from services.

10. Work alongside parents and carers to strengthen family resilience, improve relationships and enhance parenting capacity.
11. Facilitate access to education, training, employment, health, youth provision, community resources and positive activities.
12. Identify, report and respond appropriately to safeguarding concerns in line with local safeguarding procedures and organisational policies.
13. Participate in Team Around the Family meetings, reviews and other multi-agency forums as required.

Service Improvement & Innovation

14. Contribute to the ongoing development of Families First services by identifying opportunities to improve outcomes for adolescents and families.
15. Support the implementation of evidence-informed approaches and best practice in adolescent and family support.
16. Share learning, resources and effective interventions with colleagues and partner agencies.
17. Support services to evolve in response to changing community needs, emerging risks and organisational priorities.

Stakeholder Engagement & Relationship Management

18. Develop and maintain effective working relationships with adolescents, families and community networks.
19. Work collaboratively with schools, colleges, health services, voluntary and community organisations, housing providers, youth justice services and other partners.
20. Act as an advocate for young people and families, ensuring they can access appropriate support and opportunities.
21. Build strong partnerships with local community groups and services that can enhance inclusion and engagement.

Workforce Development & Support

22. Participate in regular supervision, case discussions and reflective practice sessions.
23. Engage in continuous professional development to maintain and enhance knowledge, skills and practice.
24. Support a culture of inclusion, collaboration and professional curiosity.
25. Contribute positively to team learning, knowledge sharing and a culture of inclusion, collaboration and professional curiosity.

Emergency & Contingency Support

26. Participate in service contingency arrangements and provide support across the wider Family Support Service when required.
27. Assist with urgent interventions where immediate support is needed to reduce risk and maintain family stability.
28. Undertake any other duties commensurate with the level and purpose of the post.

PERSON SPECIFICATION

Inclusion Officer (VCS)

It is essential that 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). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. 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.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Knowledge of adolescent development and the factors affecting young people's wellbeing, safety and life chances.	✓A
	K2	Understanding of safeguarding responsibilities, child protection procedures and contextual safeguarding approaches	✓A
	K3	Ability to engage and build effective relationships with young people who may be reluctant to access support services.	✓A
	K4	Strong communication, advocacy and interpersonal skills.	
	K5	Understanding of information sharing, confidentiality, data protection and professional boundaries.	✓A
	K6	Understanding of the principles of equality, diversity, inclusion and anti-discriminatory practice.	
	K7	Must be able to work flexibly, manage competing priorities, and consistently meet deadlines.	
Relevant Experience	E1	Experience of delivering person-centred interventions that improve outcomes for children, young people and families.	✓A
	E2	Experience of working directly with adolescents and families within a voluntary, community, youth work, family support, early help, education, housing or related setting.	✓A
	E3	Experience of working collaboratively with partner agencies and professionals.	
Qualification	Q1	Educated to "A" Level Standard or demonstrable relevant experience at an appropriate level.	

CORE VALUES AND BEHAVIOURS

Equity behaviours



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- 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.

- 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.

Kindness behaviours



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- 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 they have clear plans and performance objectives.
- 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 through 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.

Accountability behaviours



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Ambition behaviours



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CONNECTED BY PURPOSE

- 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.