# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Intensive Support Keyworker

# Department: Children’s Services

# Grade: [Single Status 9](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Senior Worker

# Responsible for:

# Purpose of the Role:

Deliver specialist support to families who have been assessed as having multiple and complex needs, who without support are at risk of needing a social care intervention or at risk of entering the care system.

Assess need and develop a plan with the family that has clear and measurable outcomes.

Deliver a range of evidenced based interventions that supports the family to make sustained change.

**Intensive Support – Connected Families**

Intensive Support Keyworkers are part of the Connected Families Service which works with families with complex needs and where children are at risk of entering the care system. Intensive Support Keyworkers support families to identify solutions, build resilience and sustain change. Keyworkers develop relationships with families and remain alongside them for as long as is needed. They deliver both individual and group interventions for child and adult needs. There is an expectation that Keyworkers develop areas of special interest and cascade learning to the team.

Intensive Support Keyworkers are required to undertake training and other development opportunities available at Level 4 to ensure that their methods and approach are consistent with the Social Work team. They work in partnership with allocated Social Workers to inform specialist Family Assessments, develop intervention plans and deliver a broad range of evidence-based interventions. Intensive Support Keyworkers participate in Child Protection Case Conferences, Core Groups and other meetings as required. The role can involve court work, including preparation of court reports and giving evidence in person.

This is a Countywide team which requires significant levels of travel to geographically dispersed families. Keyworkers work their hours flexibly according to family need; this can include the option to work evenings and weekends.

Intensive Support Keyworkers deliver the government’s Supporting Families Programme and are responsible for completing all paperwork relating to Engagement and Payment by Results recording accurately change that meets the Supporting Families Outcomes Framework.

# Key tasks:

1. Coordinate to deliver packages of support for a caseload of families with complex needs and to act as the lead professional to support the family to resolve conflict and prevent family breakdown.
2. Work with all family members to undertake an assessment of needs and develop a Plan which encompasses individual family members needs and characteristics in relation to equality and diversity; and has clear and measurable targets for change that are agreed by the family.
3. Deliver a range of specialist targeted support using evidence-based interventions that focus on a range of complex areas including mental health, substance misuse, domestic abuse, sexual risk, and challenging behaviour.
4. Continually assess the safeguarding needs of all family members, raising concerns through line management in line with the ‘step up’ guidance.
5. Deliver evidence based be-spoke programmes of support that are flexible and creative e.g. Parenting and substance Misuse Programmes etc, working within the family home and virtually using a variety of intervention methods including motivational interviewing and solution focussed approaches.
6. Work with partner agencies to provide a co-ordinated response to safeguard the family and ensure the best use of organisational resources to embed change.
7. Deliver small group work sessions for children, young people and parents that meet common themes e.g. anger management, emotional well-being etc.
8. Ensure that children and young people within the referred family are seen on their own at regular intervals to ensure their voice is heard - undertaking direct work with children or observations of the child in nursery, school, or the community.
9. Maintain detailed records of interventions and correspondence; to review the family’s Plan, recording evidence of progress and resetting targets if appropriate.
10. Reflect and analyse outcomes of work undertaken ensuring there is clarity of the ‘pace and purpose’ of the work at all times.
11. Apply sensitive approaches and follow GDPR protocols when handling issues pertaining to confidentiality, information sharing, consent to treatment, the rights of young people and the responsibilities of parents and professionals.
12. Undertake appropriate training relevant to the Service delivery.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF level 2 qualifications in English and Maths or ability to demonstrate competency through a written test at interview.
* QCF level 4 Certificate or a higher-level qualification in a relevant subject related to working with children, young people, and families.

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Excellent interpersonal and communication skills; the ability to develop effective relationships with families and other professionals.
* Ability to engage and motivate families to change through offering intensive support and evidence-based interventions.
* Ability to work one to one and facilitate group work with vulnerable people, face to face and virtually.
* Excellent organisational skills: able to identify work priorities and manage a competing workload to meet deadlines.
* Ability to identify safeguarding concerns, seeking management guidance when appropriate.
* To communicate clearly and confidently, both orally and in writing; to initiate challenging conversations with family members to challenge negative and entrenched behaviour and to give constructive feedback and praise as appropriate.
* Ability to embed a personal and professional commitment to equality issues through non-discriminatory practice and focuses on a strength-based approach to an individuals protected characteristics.
* Experience of using Microsoft Office (in particular Outlook, Word, and Excel).
* Detailed understanding of the broad range of issues affecting vulnerable families with children aged 0-19.
* Significant knowledge of how families with entrenched negative behaviours and complex needs interact and the relevant strategies used to instigate change.
* In depth knowledge of the stages of child and adolescent development, attachment and the impact of trauma and family breakdown on children at different ages in their lives.
* Significant understanding of equality and diversity and its impact on individuals, and how this needs to be reflected in all aspects of our work.
* Significant knowledge and understanding of child protection and safeguarding procedures.
* Significant experience of working with vulnerable families and supporting them to make change.
* Experience of working with families with complex needs and resistance to engage with services to develop a Plan with the family.
* Experience of applying a wide range of approaches to engage and work with ‘hard to engage’ children and families overcoming barriers to engagement.
* Team player, motivating attitude and a willingness to adapt to change.
* A commitment to achieving the best outcomes for families and young people and helping them to overcome difficulties they are experiencing.
* Professional integrity and confidentiality.
* Commitment to take on additional training and professional development.
* Willingness to work flexible hours to meet with families outside of office hours, including evenings and during school holidays.
* Ability to meet the travelling requirements of the role travelling around the locality you are based within.
* Flexibility to provide cover across the county if required due to capacity issues in other Teams.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Accredited Parenting Awards e.g. Triple P, Incredible Years etc.
* Knowledge of agencies which work with young people and families, that provide specialist support.
* Experience of working in an educational, social care or community setting.
* Experience of partnership working with the NHS and/or voluntary sector.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |