# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Senior Early Help Keyworker SPOA (Single Point of Advice)

# Department: Children’s Services

# Grade: [East Sussex Single Status Grade 11/12](https://www.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# Responsible to: Practice Manager

# Responsible for:

# Purpose of the Role:

To work closely with qualified Social Care staff to triage referrals to the SPOA, ensuring oversight of referrals and the management of risk. To provide advice to families and professionals on the assessment of need in relation to the ESCC Continuum of Need. To clearly record conversations and advice received on Liquid logic liaising with other professionals to receive guidance when necessary. To provide direct support to families and, where necessary, co-ordinate additional support from specialist partner agencies as required.

# Grade Progression bar

To take lead responsibility for thematic areas identified within the Early Help strategy.

# Key tasks:

1. Accurately record contacts with families and other professionals and to triage work on the continuum of need at L1/2 and 3.
2. Work with the Practice Manager and Senior Social Workers in supporting the SPoA case workers and advising on the Early help criteria for cases.
3. Support team members to work effectively with and share information with the wider Early Help service in line with the Information Sharing protocol and that the contributions of all team members are valued.
4. Work with a range of partners to identify families that are eligible for support.
5. Work with families to understand the screening process and to find and engage with appropriate support in the community.
6. Consider risk and protection factors relating to children and young people and their home situation, advising the Practice Manager or Senior Social Workers of concerns or changes.
7. Work with families to provide advice, guidance and support on parenting skills where appropriate.
8. Liaise with relevant partners as necessary in order to provide effective support to families across the full range of their needs (including benefits, housing, debt relief, health issues, training and accessing to work.
9. Work with families, children, and young people to resolve conflict and prevent family breakdown.
10. Ensure that children and young people engage with educational provision and work with parents to manage attendance.
11. Maintain careful records of work undertaken, using ESCC data base.
12. Work closely with social care and health visiting colleagues regarding joint working, including ‘step up / step down’ arrangements ensuring clear actions are recorded and concerns raised promptly with supervisor.
13. Apply sensitive approaches when handling issues pertaining to confidentiality, information sharing, consent to treatment, the rights of children and young people and the responsibilities of parents and professionals.
14. Work closely with other members of Children’s Services and other key agencies, where relevant, and ensure that family members identified as requiring additional support, are referred on accordingly.
15. Attend relevant training or professional development opportunities relating to this role.
16. Represent the Early Help Service in a range of situations e.g. Early Help Hub, MASH etc.

# Addendum for progression to SS12:

1. To take lead responsibility for specialist thematic areas undertaking continued specialist training and relevant research within the given specialism. Seniors will disseminate this information to Keyworkers through the delivery of Team training and regular updates at Team meetings; provide group supervision related to the specialism; ensuring keyworkers have specific knowledge, skills, and confidence to deliver this area of work.
2. Areas of responsibility will include Child development, Domestic Abuse, ASD, Sexual risk, parenting, mental health, substance misuse, self-harm, Child sexual exploitation, LGBTQ and Troubled Families 2 Programme. Senior Workers will represent the Team / Service on relevant countywide specialist forum as required.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF Level 2 in English and Maths or equivalent level experience.
* A recognised level 4 professional qualification.

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

* Mentoring skills.
* Excellent interpersonal and communication skills and ability to engage with families and other professionals.
* Ability to assess risk and protection factors, manage risk and implement operational policy and procedure.
* Draw up detailed recordings for families and clearly record information, analysis and guidance when received.
* Maintenance of good productive working relationships with colleagues within the Team, across the service and in and other services.
* High level organisational and time management skills.
* Management of workload and meeting of targets and deadlines.
* To communicate clearly and confidently, orally and in writing, and to give constructive feedback.
* Understanding of national agendas relevant to Early Help.
* Understanding of issues affecting the families of children and young people out of education or involved in risky behaviours.
* Knowledge of data protection requirements when recording data about children and families.
* Knowledge of child protection and safeguarding procedures.
* Comprehensive knowledge of the stages of child development.
* Experience of successfully working with vulnerable parents and vulnerable young people and understanding of their needs.
* Experience of conducting assessments of families with complex needs.
* Experience of effective data capture and analysis.
* Experience of working in partnership with other teams and agencies to support children and families.

**For SS12:**

* Able to deliver informal training and share specialist skills updates to colleagues. Desirable key skills, abilities, knowledge, experience, values and behaviours.
* Practical and theoretical knowledge of a range of specialist thematic areas, a willingness to expand this and take a lead role within the Team in one or more of these areas.

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

* Supervision skills.
* Knowledge of agencies which are available to support young people and their families.
* Experience of working in an educational or social care setting.

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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 |