Job Title: Early Help Support Officer

Department: Early Help, Family Services

Unit: Westminster City Council has Bi-Borough working arrangements with the Royal Borough of Kensington and Chelsea for the provision of some services. Under S113 of the Local Government Act 1972 you may be required to act on behalf of one or both of these other boroughs. This may mean that the location of your employment will vary.

Band: 3.1

Date Valid

Responsible to: Early Help Support Manager

Staff Managed

<table>
<thead>
<tr>
<th>Direct Reports:</th>
<th>Temps/TAC managed per annum</th>
<th>Project staff managed per annum</th>
<th>Are staff highly mobile or based on different sites?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No:</td>
<td>No:</td>
<td>No:</td>
<td>Yes/No (delete as app)</td>
</tr>
</tbody>
</table>

Budgets managed

<table>
<thead>
<tr>
<th>Staffing £</th>
<th>Other £</th>
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</thead>
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Context and background

The vision for early help is:

To improve life outcomes for the most vulnerable children and young people through enabling their families to successfully and sustainably look after them into adulthood.

The early help service will aim to:

- Reduce the number of children who are taken into care
- Reduce re-referrals into social care services
- Increase school attendance
- Create strong and resilient parents, who are able to manage children’s behaviour
- Reduce the number of young people engaging in crime
- Promote and contribute to increased parent employability as a vital way of improving outcomes for children in all of the areas above.
- Contribute towards tackling public health priorities for children and young people.
Specific purpose of current role

The post will provide a high level of professional support and project management functions across the Early Help service.

They will lead on specific service areas that will contribute to the overall development of information systems, organisational processes, policy development, data analysis, communication and the co-ordination of tasks relating to Human Resources.

The Early Help Support Workers will be efficiently organised and be expected to operate with a high degree of autonomy possessing excellent skills in customer care, IT and communication.

Key duties and responsibilities

1. To have a clear understanding of the function and purpose of the EH Services and support senior managers in its development and operational delivery.

2. To support the development, quality and consistency of the Early Help Service – across Westminster.

3. Reporting on and supporting
   • Team Around the Family /Team Around the School
   • Edge of Care
   • Early Help hub development

4. To support and lead on the development of effective inter-agency systems and procedures for information-sharing in EHT and with partners.

5. To co-ordinate Team around Family/ conferences, Edge of Care panels and multi-agency meetings including the Early help Partnership meetings.

6. To maintain databases, spread sheets and other summative management information

7. To be responsible for a range of data relevant to the role:
   • Client information on Frameworki and any other electronic tools or database
   • Fully conversant with all departmental PI’s
   • Data on TAF/TAC/Edge of Care

8. To provide project support for the implementation of new initiatives:
   • Ensure clear timeframes and compliance with the plans
   • Effective communication with all stakeholders and partners.
   • Produce plans and briefing papers to update on progress in these project areas
   • Work with relevant organisations and commissioning bodies on the joint working protocols and information sharing – in line with WCC policy

9. To establish effective working links with support agencies/organisations with a view to continuously widening the network to ensure children and young people have the best
chance possible to be referred to support agencies/organisations within the EH partnership that best suit their individual needs.

10. To be a departmental IT ‘Super User’ to:
   • Assist in IT training follow up support for all staff
   • Be fully conversant in the use of Frameworki/ Agresso/ Commensura
   • Support other key deliverables of new systems related to the EH’s new operating model

11. To be responsible for maintaining a range of departmental process systems. E.g.
   • Freedom of information request
   • Access to records request
   • Business continuity

12. To support the roll out of the EH communications strategy, keeping within new brand guidelines and supporting the development of new communication tools including digital marketing, social media and print.

13. To support the training development programme through efficient event management processes.

14. Processing of finances using our payment and HR system Agresso.

15. Responsible for central systems:
   • Centralised HR support to facilitate managers becoming self-serving
   • Reduce duplication by centralising and streamlining business support functions

16. To support the early help manager in keeping the service Ofsted ready

17. To support and lead on development of an effective interagency assessment and associated information sharing procedures

18. Specific responsibility for supporting the Attendance team

**Personal Responsibilities:**

1. To participate in training as required in the interests of the service and of his/her own career development

2. To participate in regular 1:1 meetings with line manager in order to set key tasks and objectives and to agree annual Personal Training and Development Plan in respect of the Management Performance Scheme.

3. To participate in and contribute to team meetings.

4. To participate in the support team’s ‘duty rota.’

5. To undertake supervision both within the department and take on mentoring or coaching role with some staff or supervise some junior staff such as apprentices
6. To ensure the Council’s equal opportunities policy is fully implemented in professional practice and service delivery.

7. To be conversant with essential departmental policies and procedures and government legislation as necessary to carry out the job.

8. In all undertakings with the public and others, to treat people with respect and dignity in a non-discriminatory manner. To deal with all information in accordance with the Council’s Confidentiality Policy and the Data Protection Act.

WHAT WE EXPECT OF EVERYONE WORKING WITHIN OUR FAMILY SERVICES:

Outlined below are key values and approaches which underpin our practice in the Tri-borough.

• We work to enable children to remain with their families whenever it is possible and safe to do so. This involves significant efforts to engage wider family members and to provide support services and relationship work which will equip the family to care safely for their child.

• Practitioners will work intensively with families to solve problems and change behaviours, rather than referring out to others unnecessarily.

• We aim to maintain small caseloads, enabling practitioners to spend significant time with the families with whom they work and to build effective relationships with families in which change can take place.

• By use of evidence based interventions (systemic practice, as well as Signs of Safety, motivational interviewing and child development theory) and a more engaging approach, practitioners will develop relationships with families that enable them to build on their strengths.

• To support this, we aim to create the conditions in which this work can take place – promoting a culture of respect, discussion, openness and challenge, and a system in which, at every level of the organisation, we remain curious and open to different possibilities and keep the experience of children and families at the centre of everything we do.
## Person Specification

<table>
<thead>
<tr>
<th>Section</th>
<th>Category</th>
<th>Description</th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>Equal Opportunities:</td>
<td>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity and PACE, and the ability to implement these policies in the workplace.</td>
<td>✓</td>
<td></td>
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<tr>
<td>B</td>
<td>Qualifications:</td>
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- Educated to A level/ NVQ level 3  
- First degree OR relevant work experience within a support services role in a Social Care environment or related organisation  
- Evidence of on-going professional development | ✓ | ✓ | ✓ | |
| C       | Knowledge & Experience: |  
- Working knowledge of the legal and policy framework under which Children’s services are provided  
- A commitment to the Council’s Equal Opportunities policies and an ability to implement these policies within the areas of responsibility of the post.  
- Able to communicate with staff and Service Users  
- Demonstrates Flexibility  
- Excellent communication skills  
- To be able to negotiate effectively with all staff without involving manager  
- To work with a high level of autonomy and use professional initiative with low level support, but to be accountable at all times  
- Excellent workload management and organisational skills  
- Think clearly and systematically taking into account the whole process. | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
Values and Behaviours: Set the PACE

Productive
- We show initiative, drive and determination to get the job done; and constantly to improve what we do.
- We determine the right course of action through listening to the needs of our customers
- We are accountable for our actions and the decisions we make
- We help others to be productive, independent and make informed decisions

Ambitious
- We are ambitious in creating new solutions which bring about substantial benefit
- We challenge ourselves to be the best we can be
- We take pride in providing public services to our communities
- We work as a team to support one another to be the best we can be for our customers

Collaborative
- We provide local leadership and work with partners jointly to develop and deliver services
- We listen to one another and respect one another’s point of view
- We challenge one another respectfully and constructively, working together to resolve issues
- We treat everyone with courtesy, fairness and transparency

Enterprising
- We seek the best deal when looking for ways to improve value for money and reduce cost.
- We look for new ways to generate growth, income and maximise commercial potential
- We take managed and considered risks to enable us to achieve the best outcomes.