

Job description

Title: Family Help Senior Co-ordinator

Post no: [Click or tap here to enter text.](#)

Department: Children, Families and Education

Division: Children's Social Care, Family Help

Responsible to: Team Manager Multi Agency Team

Grade: L7 (indicative)

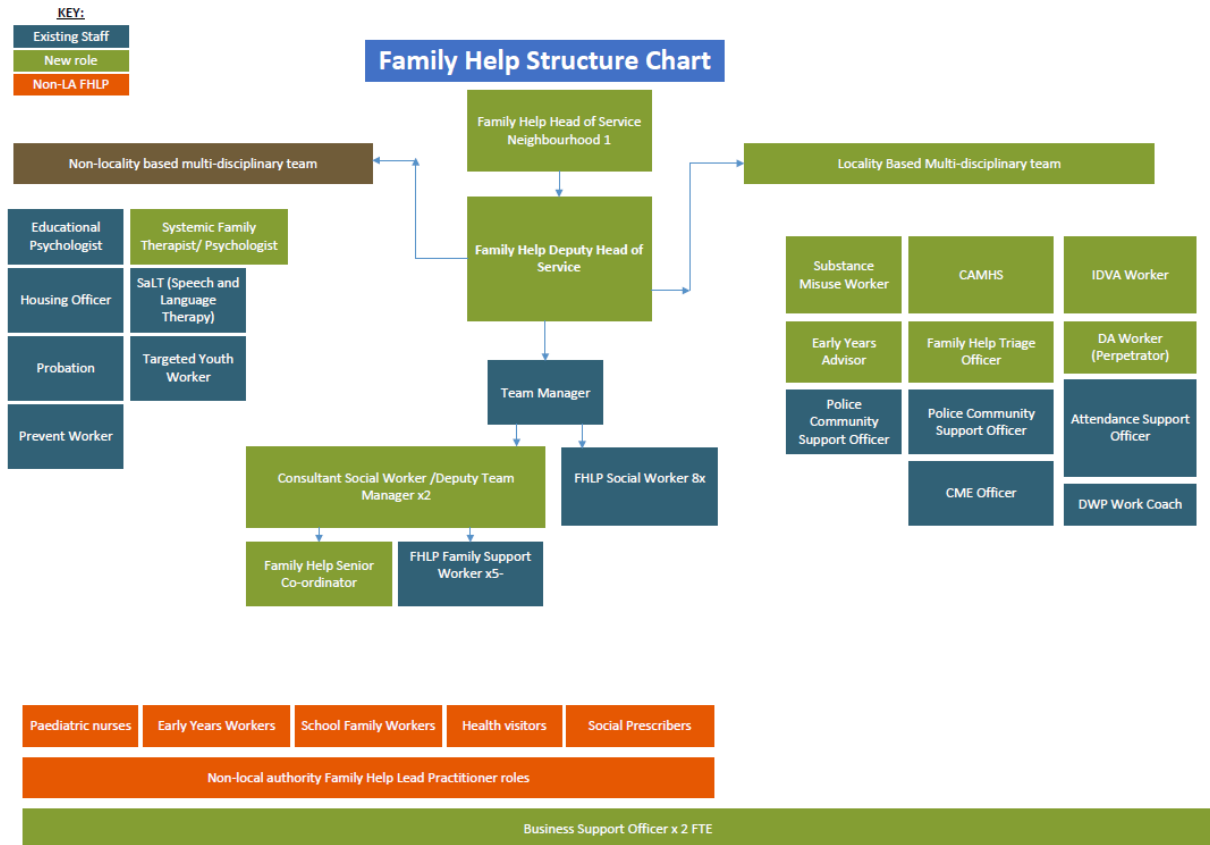
Purpose of post:

Supporting Families is a key priority for Children's Services to deliver a co-ordinated early intervention offer for children and families across Luton through the delivery of the Family Help Service. This team consists of social workers, family help practitioners, psychologists, police community support officers, attendance support officers, speech and language therapists, DWP work coaches, CAMHS workers, adult mental health nurses, health visitors, youth workers, social prescribers, early years workers, prevent workers, DA workers, housing officers, and other voluntary sector partners with responsibility for Early Help and Child in Need functions.

To provide practice advice and guidance on Family Help and Team Around the Family (TAF) and Family Network Meetings (FNM). You will provide TAF support including 1:1 training, coaching and support to all key workers supporting families across Luton. Your role will empower our partner agencies in taking the lead role in supporting families who have been identified as suitable for an Early Family Help Service support route through the coordination of multi-agency support. You will promote and champion TAF and facilitate the continuous development of practitioner skills and improvement in outcomes for children, young people and their families.

You will have some case management responsibilities, carry out the initial Family Help Assessments and hold the first Team around the Family meetings. You will be the conduit between the key lead professionals and Consultant Social Workers when families may require further intervention.

Organisation chart:



Principal responsibilities

1	Work in partnership with and provide practice advice/guidance to partner agencies (such as Education and Health) who have been advised to conduct the Team Around the Family approach for their families. Aid and advise on case progression when required. This will include: -carrying out Initial Family Assessments -producing Family Plans -providing surgeries -telephone helpline cover -providing individual and group coaching sessions about TAF processes, including observations.	30%
2	You will be overseeing cases and ensuring effective, robust risk management. You will promote practices and procedures to safeguard children/families effectively in line with statutory requirements and policies.	30%
3	Develop and maintain practice support manuals and resources under the guidance of the Team Manager for Family Help, to facilitate practitioners' working.	10%
4	Liaise with and act as mediator between parents/carers and other professionals as appropriate (this will be in the context of Family Help or TAF working).	10%
5	Undertake development activities required for own development and experience with the aim of increasing professional knowledge and experience. Keep up to date with legislation and best practice.	10%
6.	Assist the Team Manager for Family Help with the collation of data to inform Payments by Results; quality audits of TAF and delivery plans for families.	5%

7.	To carry out such other duties commensurate with the grade of the post that the Team Manager may determine from time to time.	5%
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Dimensions

Supervisory management: Although you will not have any line management responsibility, you will provide guidance, mentoring and championing of TAF processes to our partners in Education and Health, to empower them to lead TAF meetings.

Financial resources: N/A. However, the post holder makes recommendations relating to packages of care which may require additional resources impacting on expenditure.

Physical resources: Laptop and mobile phone

Other:

Context:

Luton 2040 is a shared vision for a healthy, fair and sustainable town where everyone can thrive and no-one has to live in poverty. This vision has been built by residents and partners across our town and is being delivered by everyone together. Within this vision are objectives to become a Child Friendly Town where children and families can thrive.

The Families First for Children Pathfinder programme was announced in February 2023 as part of the government's children's social care implementation strategy.

From July 2023 to March 2025, the programme is investing over £45 million to design and test radical reforms in a number of local areas, across the following policies:

- family help
- child protection
- family network support packages (FNSPs)
- safeguarding partners

The pathfinder draws on evidence and existing good practice, including from other government programmes:

- [Family hubs and Start for life](#)
- [Supporting families](#)
- [Reducing parental conflict](#)
- [Strengthening families, protecting children](#)

The new end-to-end system will include 4 key elements:

- locally based, multi-disciplinary family help services, providing intensive, non-stigmatising and effective support that is tailored to the needs of children and families
- a child protection response carried out by social workers with greater expertise and experience, and access to dedicated and skilled multi-agency input, working with family help to protect children who are suffering or at risk of suffering significant harm
- greater use of family networks, with increased use of family group decision-making, facilitated by FNSPs to remove any financial or practical barriers family networks may face
- updated and strengthened local multi-agency leadership through changes to safeguarding partner arrangements

This post will be part of the Family Help Team within the Children, Families and Education directorate at Luton Council.

The post holder has responsibility for ensuring that departmental policies, procedures and practice standards are adhered to, assisting staff and managers to do this.

The post holder will comply with the Council's policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City wide priorities

Additional information

Criminal Record check - DBS

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Physical effort and/or working environment

Physical effort: There is no exceptional physical effort required.

Working environment: The post involves hybrid working with regular site visits at various council and educational locations and meetings, some working in an open plan office environment and working from home.

Person specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Attributes	Essential	How measured	Desirable	How measured
Experience	In depth experience of working within either Children, Education or Health environments.	1, 2	Demonstrable experience of data collection and data entry within a client focused database	1,2
	In depth experience of working as a Lead Professional.	1, 2		
	In depth experience of chairing and managing meetings.	1, 2		
	In depth experience of early intervention and prevention.	1,2		
	In depth experience of TAF processes.	1,2		
	Demonstrable experience of multi-disciplinary work.	1, 2		
Skills/abilities	In depth negotiating, influencing, challenging and interpersonal skills, including the ability to advise and engage with senior staff in a range of agencies to implement delivery plans.	1, 2	Ability to communicate with diverse audiences.	1, 2
	Ability to lead and contribute to partnership working across a wide range of statutory and VCS agencies.	1, 2	Ability to manage conflict and disagreements effectively.	1, 2
	Ability to assess families' needs and formulate support plans.	1, 2, 4		
	In-depth ability to present information clearly, concisely and accurately within timescales.	1, 2		
	In depth ability to deliver training to a range of audiences.	1, 2		
	Able to support and mentor others, act as a 'coach' and to provide appropriate feedback.	1, 2		

	Able to work within a team, taking into account the needs and perspectives of others	1, 2		
	Able to make sound professional judgements including high risk issues about children, parents, families and carers.	1, 2		
	Able to solve problems creatively.	1, 2		
	Ability to work on own initiative balance demands and prioritise tasks.	1, 2		
Equality issues	Demonstrable knowledge and understanding of how equality issues impact on child protection work and a commitment to equality of service provision	1, 2		
Specialist knowledge	Understanding of TAF/Lead Professional processes; their relationship to other assessments, tools and safeguarding.	1, 2	Knowledge of the Childcare Act 2006 Knowledge of our Working Together to Safeguard Children 2023. Knowledge of Working Together to Improve School Attendance	1, 2 1, 2
Education and training	Relevant level 4 qualification in the fields of education, health or social care or equivalent experience	1, 4		
Other requirements	Able to occasionally work outside office hours as determined by the needs of the service on average twice per month.	1, 2		
	Able to travel throughout the Borough on a regular basis.	1, 2		

1 = Application form

2 = Interview

3 = Test

4 = Proof of qualification

5 = Practical exercise

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The job-holder will ensure that Luton Council's policies are reflected in all aspects of his/her work, in particular those relating to:

- Equal opportunities
- Health and Safety
- Data Protection Act (2018) and General Data Protection Regulation (2018)

- GCSx Acceptable Usage Policy (where applicable)