



JOB DESCRIPTION

Job Number:	N2035
Service:	Operations Group - Learning and Achievement - Children's Centres and Traded Units
Job Title:	Deputy Early Help Officer - Early Help Services
Reports To:	Service Manager - Early Help Services
Main Purpose of Job: Briefly – what is the job there for and why is it being done? Please attach an organisation chart to show clearly, the department structure and where the job fits with this.	
<p>The Deputy Early Help Officer makes a significant contribution to the work undertaken with children and families across an area who are most in need of intervention and support. There is an expectation of bringing knowledge and experience, being able to provide advice and support to colleagues and to work in a multi- agency context.</p> <p>Adopt a flexible and professional approach in promoting the development, welfare and potential of children and families in the context of the Somerset Early Help Strategy and to enable the local authority to meet its statutory obligations by protecting children from significant harm.</p> <p>Provide planned intensive individual support to families most in need of intervention and support within the centre and/or families' own homes.</p> <p>Assess, advise, observe and empower parents to undertake their parenting responsibilities, drawing up appropriate plans.</p> <p>Through individual and/or group work, give parents the opportunity to develop their confidence, self-esteem, life and communication skills in order to build personal and community support networks.</p> <p>Undertake and contribute to the Common Assessment Framework (CAF) supporting colleagues within and outside of the service in its implementation.</p>	
Main Responsibilities and Duties: What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.	% of Time
<p>Works with the Early Help Officer to provide family support services in the area and will take full responsibility in their absence. Will have an overview of daily activities.</p> <p>1. Have case responsibility for a number of families, and to work with a significant degree of autonomy. Work in partnership with families to encourage and empower them to participate as fully as possible in the</p>	<p>Items 1 to 2 = 60%</p>

<p>care of their children in the context of the Somerset Early Help Strategy. Work with families in the centre or in their homes:-</p> <ol style="list-style-type: none"> Assess children and families, through observations, CAF assessments, and developmental checks. Plan, monitor, implement and review child/family plans with individual children and their families setting clear outcomes and making recommendations for adjustment as considered appropriate. Develop links and working relationships with other professional agencies and community based services and to work together with them in the assessment and support of children and their parents/carers, especially where there are concerns for their health and welfare. Monitor children's welfare and outcomes, including those who are the subject of on the Child Protection Plans, where necessary writing and presenting reports relating to child protection, childcare proceedings and court appearances as appropriate in consultation with line manager. Integrate children and parents with disabilities, sensitively and positively into the relevant services, promoting participation in a range of quality activities. Participate in and arrange when necessary, appropriate meetings (eg multidisciplinary meetings) to discuss individual cases or general service provisions, which may involve meeting staff from a variety of agencies. Have an awareness of services in the community and signpost as appropriate to these or other specialist services in order to ensure that the needs of families are met. <ol style="list-style-type: none"> Instigate and be involved in family support projects in outlying communities, developing community links, support networks and an awareness of local need. Participate in comprehensive record keeping, report writing and collation of assessments within the common assessment framework and within the context of open access to records in accordance with information sharing procedures. Undertake evaluation and evidence of impact of services in order to inform the Children's Centre Self Assessment planning and review process. Assist the managers in the planning, delivery and review of services to families. Take a leading role in the provision of professional courses, based at the centres as part of the children's centre curriculum, particularly specialising in behaviour support programmes and developing parent self-esteem and life skills with parents and other professionals. 	<p>3– 6 = 25%</p> 
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<ol style="list-style-type: none"> 7. Contribute to and facilitate as necessary, the training and development of other members of staff, students, volunteers and workers in the area. 8. Accept responsibility for special projects or areas of work as directed by the Early Help Officer, such as outreach projects. 9. Update own knowledge of good practice and gain new skills by participating in workshops, attending training sessions and sharing expertise acquired with staff colleagues. 10. Have an overall knowledge of, and provide a service which values and respects the race, religion, language, culture and needs of all the children and families using the centre. To contribute to anti-discriminatory practice and equal opportunity policy in a fully inclusive model. 11. Be aware of and work within the Health and Safety framework, policies, procedures, guidelines and legislation, including fire drills. 12. Participate in regular supervision and staff meetings. 13. Oversee the training and development of students, ancillary staff and volunteers on professional courses at the centre and to provide support on a daily basis. 14. Support the Service Manager - Early Help Services and the Early Help Officer in ensuring that staff performance is monitored and targets are met. 	<p>7 – 14 = 15%</p> 
<p>Facts and Figures: Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.</p>	
<p>Be aware of the work of the team in order to provide families or carers with an agreed level of service and to assume case responsibility for complex cases where appropriate.</p> <p>Have a knowledge of external resources and care providers in order to assess the appropriate provision of services.</p> <p>Deal with clients of varying abilities and needs and who on occasions can be distressed or difficult and to deal with those situations in an appropriate manner in accordance with guidelines and procedures.</p> <p>Approximately 600 to 1000 children and families may access the services provided by the across the children's centres in the area each week.</p> <p>Supervision and line management of up to 7 members of staff including Family Support Workers.</p> <p>Minor cash handling responsibility for items such as activity charges, toy library and minor charges to parents for beverages etc. (typically less than £50 per week).</p>	

This post is subject to clearance of a DBS (Disclosure and Barring Service) check.

SUPPORTING PROCESSES

Problem Solving and Creativity: *Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?*

Ability to work in innovative and creative ways with children and their families and to plan individual and group activities. This may include, creating specific learning aids, research and adaptation to meet cultural needs.

Will be expected to undertake assessments and assist in developing creative and imaginative solutions and packages of care, in conjunction with other professionals.

Assist in developing new projects to secure funding grants for innovation.

Involvement in the induction of new staff and providing support to staff undertaking NVQ training will require the post holder to find ways of engaging with other staff and presenting information in an interesting and clear way.

Decision Making: *Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.*

The postholder will be expected to exercise a significant degree of autonomy in dealing with and prioritising caseloads.

Decisions are taken relating to advising families about appropriate services and resources, advising parents about management of their children deciding on the key objectives of work with individual families in the centre and in the families' own homes. Decisions are taken with reference to assessments in consultation with the appropriate staff.

Decisions are taken relating to the training, supervision and development of students, volunteers on professional placements.

Physical Effort and Working Conditions: *Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.*

The work involves some manual handling of persons and equipment in the centre and in the families' own homes. Noise, some outdoor work and client personal hygiene requirements impact on the normal working environment.

Manual handling of play equipment involved in outdoor play with children. Additional lifting and transport of equipment in relation to home visits and to outlying communities.

The postholder may work with a range of client groups, including people with mental health problems and people with physical disabilities, and be asked to work weekends and/or evenings.

The postholder will be required to travel in order to visit families and deliver services from a variety of centres and community buildings.

The postholder may occasionally be required to accompany or transport children and families.

The postholder may occasionally be working on their own (in accordance with SCC's lone working policy) and may be required to travel across the county and/or work from a number of delivery points as and when required.

There may be occasions when the postholder may be flexibly deployed to other parts of the service where their skills in working with families could usefully support service pressures and needs.

Contacts and Relationships: Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.

It is an essential element of the postholder to build and maintain a range of close contacts and relationships with children, young people and families and other professional staff. Frequent contacts with care professionals, voluntary bodies and other agencies relating to client needs. Receive and pass information and to offer advice and guidance to families relating to the provision of support and care.

Additional Information: Anything else which is relevant to the job which is not adequately covered elsewhere.

None.

Knowledge, Skills and Experience: (To be completed by the Line Manager) The minimum general education standard, qualifications, training and level of experience required by the job holder **to be fully effective in the job**. Note that this information should relate to the requirements of the job and not what may be available from existing job holders.

Knowledge of specific client group needs. Literate, numerate and proficient to agreed standards in IT skills, food hygiene, Health and Safety regulations and Somerset Total Communication.

Requires sound communication skills and to be sensitive to families who may have complex needs and an ability to undertake observations and assessments, delivering them both verbally and in writing.

Possession of an appropriate qualification in leadership and management such as Cache Level 3 Diploma for the Children and Young People's Workforce or the Level 3 Certificate in Work with Parents, BTEC in Health & Social Care, Early Years or equivalent.

The postholder must have achieved minimum level 3 qualification.

Knowledge of specific client group, a variety of experiences of working with children and families and facilitating groups, with a relevant experience.

Understanding of the Somerset Children's Centre Outcomes 2013, 2004 Children Act and Ofsted Children's Centre Inspection Framework 2013.

Some experience of supervising staff.

Agreed that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder Date:

Line Manager: Date:

Designated Senior Manager: Date:

November 2013