



Early Help Advisor

JE Code: JE2425

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service** | Children and Families |
| **Reports to:** | Children and Family Practices Managers |
| **Job Family** | Care and Welfare |
| **Grade:** | G |
| **Political restricted** | N |
| **Date:** | November 2022 |

**Key Deliverables**

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| **1.** | To identify and implement clear policy and procedures for a range of professionals facilitating the Team Around the Family (TAF) process, supporting professionals to initiate and manage the process from early help assessments (EHA) through to early help plans. |
| **2.** | To develop a knowledge bank of local support resources and organisations, to support professionals in delivering early help services, working with them to promote better outcomes for children through the earliest identification of emerging needs. |
| **3.** | To monitor the effectiveness of the TAF process, providing monthly statistics on EHA and TAF activity, to ensure ongoing development and improvement of the service, under the guidance of the Children and Family Practices Managers. |
| **4.** | To ensure safeguarding procedures and policies are being adhered to and raise any safeguarding risks or emerging concerns with line manager/Multi Agency Safeguarding Hub (MASH) promptly.  To provide regular duty cover based within the MASH which will include oversight of new referrals / queries as they are received by the MASH, ensuring continued cover for absences of other Early Help Advisors. |
| **5.** | To maintain accurate records of children subject to early help plans on various systems, identify and complete nominations for families who meet the criteria for the Supporting Families Programme. |
| **6.** | To identify areas of training development required by partner agencies and working with the MKC Professional Development Centre as required to support and give guidance on topic material. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Recognised qualification, to include either a social work degree or other degree / HND, Advanced City and Guilds in a relevant profession such as policing, education, youth work, criminal justice or health.  You must also have 3-4 years of skills / experience gained in early help intervention through Policing, Education, Youth Work, Criminal Justice or Health relevant setting as well as expert knowledge of Working Together to Safeguard Children, MK Together Effective Support Windscreen and Levels of Need documentation. |
| **2.** | Highly developed active listening skills, and ability to observe, carry out assessments, and create plans to address risks and needs of children and adults. |
| **3.** | Strong influencing and negotiation skills and ability to adapt approach when working to promote early help across the wider children’s workforce, and within relevant community and voluntary settings, to support positive outcomes for children. |
| **4.** | Excellent verbal and written communication skills, and ability to analyse, summarise and write / record relevant information clearly and concisely so that it is easily understood by service users and colleagues. |
| **5.** | Be proactive and self-motived, to manage workload and time efficiently to meet deadlines, often balancing conflicting priorities and timescales. Have a flexible approach to working hours including some early mornings and evening working.  Take responsibility for quality and completion of own work within standards, with the flexibility to adapt to change and to contribute significantly to, and with direction lead, service development. |
| **6.** | Resourceful and able to work creatively, to offer cost-effective solutions to meet the needs of children and their families, by maximising resources available. |





Job Family

Care & Welfare

Grade G

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

### At this level posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

### The knowledge and skills required

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. Roles at this level will engage with others in assisting with physical tasks requiring

some modest manual dexterity. Computer use is also a day-to-day feature of these roles.

**Thinking, planning and communication**

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision making and innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holder will independently respond to problems, some of which may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

**Areas of responsibility**

Job holders are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day-to-day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

At this level, the requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.