Role profile

**Family Time Worker**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Children’s Social Care |
| **Reports to** | Family Time Deputy Team Manager |
| **Job family** | Care and Welfare |
| **Grade** | D |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date** | June 2022 |
| **JE Code** | JE0334 |

Key deliverables

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| **1** | The Family Time Worker (FTW) will be assigned to a family and remain with them for the duration of their session. During this time, the FTW will record the interactions, provide advice if requested and only intervene if necessary to ensure a child/young person’s safety.  They will observe, monitor and factually record the Family Time sessions of the children/young people, with their parent/carer – ensuring that the children and families feel supported to enjoy quality time together. |
| **2** | Should any worries arise during a session the FTW will follow safeguarding protocols to ensure the situation is swiftly responded to, to ensure the safety of children and young people. Further assistance can be called upon from Senior FTW’s and on-site managers. |
| **3** | The FTW will ensure any safeguarding concerns are immediately reported to a senior colleague as per protocol. The FTW will liaise with other professionals as it may be necessary to enable decisions to be made to ensure the child/young person’s safety moving forward. At times, legal advice and/or involvement from the Child Abuse Investigation Unit (CAIU) may be necessary which you will be supported to participate in. |
| **4** | If necessary, the FTW will provide advice and guidance to parents/carers to support their care and interactions with the children/young people during the session. |
| **5** | When sessions take place in a Family Time Centre the FTW will ensure the rooms are clean and suitable for each individual family to use. |
| **6** | Prior to sessions taking place, FTW’s will need to review information about the families’ circumstances to ensure they are aware of the needs, risks, level of supervision and support they need to provide. |
| **7** | Contribute to the development of the service by listening to family’s feedback, sharing information within team meetings and participate in training. |

*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 city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Demonstrable knowledge, skills and experience of direct family support work (1- 2 years on-the-job skills and knowledge development) and the statutory responsibility of the Local Authority to ensure Children’s needs are met. |
| **2** | Experience of working with diverse groups of people and ability to adapt working practice to the needs of the situation. |
| **3** | Ability to listen, observe and interact in a non-threatening and supportive way. |
| **4** | Good verbal and written communication skills. |
| **5** | Able to work as part of a team including working co-operatively with other professionals and agencies to ensure children’s needs are met. |
| **6** | An understanding of, and ability to adhere to, child protection procedures to ensure children/young people are kept safe and follow safeguarding procedures. |

Job family

**Care and Welfare (Grade D)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city 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 | **Manager 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 city 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.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of city council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

**The Knowledge and skills required**

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

**Thinking, planning and communication**

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

**Areas of responsibility**

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the city council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

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**

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

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.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

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.