

Children and Families Practitioner – Level 2

JE Code: JE0975



Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council

Service	Children Social Care
Reports to:	Children and Family Practice Manager
Job Family	Care & Welfare
Grade:	F
Political restricted	N
Date:	May 2022

Key Deliverables

1.	Carry out assessments using approved tools and processes within specified timescales so that the needs of children and families who are presenting medium levels of need/risk are clearly identified and recorded.
2	Devise and implement clear intervention plans, appropriate for each case to address identified needs, acting as Lead Professional as required. To have considerable responsibility for supporting children with their families and will be expected to take any steps necessary to safeguard children in accordance with local procedures and legislation.
3	Manage a workload of medium need/risk cases with close professional supervision from the CFP Manager or Senior CFP Worker.
4	Maintain accurate case records and provide high quality reports as required.
5	Attend regular supervisory meetings with CFP manager and/or a senior CFP Worker regularly to monitor progress and identify development needs
6	Work closely with other agencies and services in a co-operative way, sharing information and planning and delivering interventions together to meet the needs of the child and family holistically.
7	Deliver programmes to parents, individually and in groups, to improve their confidence and skills in managing their children's behaviour

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)

1.	Relevant NQF* qualification to L3 or equivalent experience Awareness of the legislative/regulatory framework within which the role operates.
2.	Ability to analyse, summarise and write/record relevant information to a good level with an ability to use IT effectively. Good verbal and communication skills
3.	Ability to work as part of a multi-agency team, working co-operatively with other professionals and agencies to meet the needs of children and families.
4.	Able to develop, implement and monitor robust support plans in medium risk/need cases Ability to question, challenge, solve problems and complete tasks using own initiative.
5.	Must be self- motivating and able to work under direction according to guidance policy and standards.

Job Family

Care & Welfare
Grade F



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 roles are front-line positions working directly with vulnerable children and adults. The roles are of two principle types:-

- Jobs requiring a theoretical understanding of social work or associated disciplines but without a management or supervisory component.
- Jobs which have a significant management or supervisory responsibility with a strong technical and procedural knowledge base.

Job holders in both types will require highly developed communication and problem-solving skills to meet the demands of the service users in their care.

The Knowledge and skills required

Job holders with a theoretical understanding of social work may not have experience necessary to fulfil management or supervisory responsibilities, whereas those job holders with significant or supervisory responsibility often will, as their knowledge base will be based upon extensive direct experience in caring roles.

The knowledge underpinning the duties and responsibilities of these roles may be either a sound grounding in the theoretical basis of social work practice, achieved through formal education, leading to appropriate certification, or an equivalent level of technical and procedural knowledge of the care function in a local government environment.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual

dexterity. This might include basic cooking, artwork/ other domestic and vocational activities.

Thinking, Planning and Communication

Working with vulnerable children and adults presents a number of challenges including the need to swiftly and accurately assess their situation, understand their immediate welfare needs, and identify appropriate responses. A range of problems will present themselves, demanding of an equally wide range of solutions, although these will be drawn from established practice and operational guidelines.

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.

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. Although independently responding to problems, some of which may not have been encountered previously. Job holders 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 and 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 fall into two broad categories in relation to supervisory responsibilities. The first is roles which do have line management or formal supervisory accountability within their team. These job holders are generally those whose managerial authority is a result of their lengthy experience in subordinate roles.

The second category of roles owe their status to an advanced level of theoretical understanding of their discipline without necessarily having an equivalent level of experience. These roles will not generally have any formal supervisory responsibilities.

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.

The nature of these roles is such that most of the client relationships which 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.