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| **Job details** | |
| **Job title** | Family Services Coordinator |
| **Job Reference** | 16429 |
| **Grade and Salary** | 5 - £32,076 per annum (pro rata if part time)  This role includes performance related pay progression |
| **Service and Team** | Inclusion, Special Educational Needs and Disability (SEND) Family Services |
| **Location** | West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU *–* Hybrid |
| **Hours per week** | **Post 1:** 37  **Post 2:** 18.5 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To act as a catalyst for change working directly alongside children, young people and their families.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Work directly with children, young people and families using the Suffolk Signs of Safety and Wellbeing framework.
* Where required by the role, to act as Lead Professional for named families, being the key contact with the family and liaising with other professionals to provide a joined up response.

**Assessment, Planning and Review**

* Use Suffolk signs of safety principles, disciplines and tools.
* Where required, to participate in CAF, multi-agency assessment, Statutory Assessment and other relevant assessment processes.

**Effective Practice**

* To work alongside children, young people, parents and families where there are early signs of social, emotional, health or behavioural issues to bring about sustainable improvement.
* Where required by role, take responsibility for managing cases and holding appropriate levels of risk, overseeing the input of support workers where involved.
* Work within the service guidelines, statutory guidance and legal frameworks.
* To respond to needs identified with the family by identifying and delivering evidence-based interventions as required.
* To work with families with complex problems where statutory intervention is required under the guidance of senior Social Worker, Lead Professional or Health Colleagues as appropriate.
* Engage in individual and group supervision with managers and practice leads.
* Where the role requires, to mentor and/or supervise junior colleagues or students and facilitate individual and group supervision with team members.

**Reporting and Accurate Recording**

* To maintain up to date records and data using electronic devices and systems as directed and to provide reports as required.
* To contribute to ensuring successful completion of Quality Assurance processes within team.

**Information, Advice and Signposting**

* To provide information and signposting for children, young people and families to relevant universal and specialist services in the local area and beyond where appropriate.

**Multi-Agency and Partnership Working**

* Actively build relationships and networks with other professional groups and services in the locality.

**Managing Risk and Safeguarding**

* To identify risk and safeguarding concerns and escalate immediately where appropriate.
* To undertake other tasks allocated by manager or senior colleagues, in keeping with the responsibilities of the grade:
  + Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
  + Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance.
  + Participate in performance appraisal and consultation with team managers as required.
  + Having regard to best value principles as part of daily practice.
  + Participating in training and development opportunities, in order to improve personal knowledge, skills and effectiveness.
  + To transport children and young people where required by job role.
  + To work in the homes of children and families and in a variety of other settings.

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| **Autonomy** |

The practitioner will:

* Be expected to use their experience, knowledge and skills in every engagement with children, young people and families to determine the level of intervention required.
* Where required by role, take responsibility for managing cases and holding risk.
* Offer face to face, telephone and written support and information as appropriate to role.
* Be responsible for keeping accurate and timely records of work with children, young people and families and writing relevant reports using electronic or other systems as directed.
* Be responsible for recognising and appropriately responding to safeguarding and risk issues.
* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise their own workload.
* Identify problems, resolve where appropriate and escalate to senior colleagues.

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| **About the team** |

The SEND Family Services Team lead on the support of children, young people, and their families so that with the necessary skills, young people progress into adulthood to further achieve their hopes, dreams and ambitions. Fundamental to this is our joint partner commitment to the delivery of services through a key working approach for all.

SEND Family Services:

* support individual children and young people and their families through their education pathway and/or SEND Journey.
* ensure that assessments, including education, health and care needs assessments, provide quality advice and are delivered within statutory timescales.
* monitor the progress of children and young people with SEND in achieving outcomes to prepare them for adulthood and offer support and guidance at transition points.
* support children and young people who have been permanently excluded or who are at risk of exclusion.
* provide challenge to education providers to ensure provision meets the needs of individual children and young people.

Team members are committed to:

* creating trusting relationships with children, young people and families by delivering what they agree to do
* promoting an environment where the person receiving a service feels able to discuss any areas of concern / issues and be confident that appropriate action will take place as necessary.
* following through issues to a resolution, without passing off the concern to someone else
* building effective communication and relationships with professionals, practitioners and education settings
* being transparent and honest in the message they are delivering to young people and families, and have a clear overview of the processes and complexities of service delivery
* being fully supported in challenging where needed so that they are effective advocates for children, young people and families

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| **What you will be expected to deliver in the role** |

The Family Services Co-ordinators have direct case responsibility for a cohort of pupils with EHC Plans in local mainstream and specialist early years’ settings, of statutory school age and post 16, monitoring progress through annual reviews and ensuring EHC Plans remain current and relevant.

The demonstrate and ensure key working approaches are embedded within their everyday practice.

They co-ordinate and complete EHC Needs Assessments, ensuring where it is necessary to issue an EHC Plan, draft an annual review and any amendments as required.

Ensure that EHCP's, EHC Needs Assessments and Annual Reviews are of good quality, and issued within statutory timescales.

In conjunction with the Education Access Team, they provide advice and guidance to support the Local Authority response to children and young people and their families who are permanently excluded from an education setting.

They provide local contributions to decision making relating to assessments, and placements in mainstream, alternative and specialist education placements.

They contribute to the Local Authority’s response to SEND Tribunal Appeals with support and guidance from Resolution & Tribunals Officers and wider SEND Tribunal team.

They are the key contact for children, young people and families within Family Services as agreed within the local team, until such time that this is no longer appropriate (eg due to siginificant geogrpahical change. This will include responsibility for children and young people with an EHCP for whom there are concerns about access to a full time suitable education provision, and those that are Electively Home Educated.

They demonstrate key-working approaches in their everyday practice and have professional relationships with and understanding of education settings and partner agencies to underpin this work.

Support local quality assurance to ensure statutory compliance.

Be a champion of the Ideal Worker, take a look at this video [**The Ideal Children's Worker - YouTube**,](https://www.youtube.com/watch?v=Q-RxnCuy6ps) leading by example and enabling the team to meet this standard.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable qualification at graduate level or equivalent experience in a relevant area of work.
2. Evidence of continuing professional development.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to children and families and to working collaboratively with them to address concerns.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

**Specialist knowledge skills and experience**

1. Ability to use initiative within boundaries of the role.
2. Demonstrates knowledge of Signs of Safety and a broad practical understanding of and skills in using solution focused approaches of intervention.
3. Ability to effectively apply solution focused approaches to deliver successful outcomes.
4. Ability to clarify risks and concerns and focus on solutions to create a climate in which change can happen.
5. Knowledge of relevant legislation, regulations and guidance as appropriate to role
6. Ability to recognise and act on Child Protection and risk issues and escalate as appropriate.
7. Demonstrating knowledge and application of the early intervention and preventative agenda.
8. Knowledge of associated agencies and their working practices and roles.
9. Ability to use a range of assessment frameworks
10. In depth knowledge of the social and emotional factors that affect a child’s capacity to learn and develop.
11. Understanding the diverse range of needs of clients and backgrounds.
12. Well-developed interpersonal and communication skills in order to:
13. Engage effectively with a range of audiences including professional stakeholders.
14. Negotiate, influence and mediate to achieve positive outcomes and support and motivate children, young people and families.
15. Effectively manage challenging or sensitive situations and provide appropriate advice and facilitation to de-escalate.
16. Proven ability to make constructive contribution to meetings and negotiate with a range of stakeholders, settings and contexts.
17. Sensitivity to disability, sexuality, gender and ethnicity issues.
18. Ability to keep accurate and timely records and compile reports in a variety of formats, using appropriate IT.
19. Demonstrates awareness of the importance of using plain language and the ability to do so.
20. Relevant experience of working directly with children, young people and their families, as relevant to the specific client groups.
21. Experience of collaborative work with families.
22. Evidence of using solution focused approaches in practice.
23. Experience of working with children and families where there have been safeguarding concerns
24. Experience of assessment and / or observation of the developmental needs of children
25. Proven commitment to finding solutions, planning and developing interventions with families, using an evidence-based approach.
26. Mentor/supervise junior staff and students as required.
27. Ability to integrate information gained from policy documents and research into service delivery. (Desirable)
28. Ability to learn new IT applications as appropriate to role. (Desirable)
29. Experience of using Suffolk Signs of Safety and Wellbeing principles, disciplines and tools. (Desirable)
30. Experience of group work. (Desirable)
31. Experience of working alongside parents who may have mental health, learning or physical disability or sensory impairment. (Desirable)
32. Experience of working with a range of agencies and communities. (Desirable)

**Additional requirements**

1. To work in a variety of locations and client’s homes, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.
3. High level of organisational skills and the ability to plan ahead, prioritise work and meet deadlines.
4. Willingness to undertake training as required to update knowledge and skills.
5. Evidence of successfully working alone as well as part of a team.
6. Ability to undertake out of hours working if required.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.