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| **Department** | **CHILDREN’S SERVICES** |
| **Job Title** | EARLY HELP TARGETED YOUTH SUPPORT WORKER |
| **Grade** | G |
| **Primary Purpose of Job** | To develop and deliver plans and interventions with young people within a family context to prevent unmet needs from escalating, reduce risk taking behaviour to improve outcomes.  To manage and be accountable for a specified caseload of young people / families who are identified as requiring Early Help support. |
| **Reporting To** | Early Help Senior Practitioner |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | To use variety of methods to engage challenging young people in the delivery of the programme, including work in the home, in detached settings, in the community and in centres. This will include work with peers, siblings, parents and other family members. | |
| **2** | To carry out Early Help assessments of young people’s needs, and risks associated with a range of unmet needs and risks that may impact on the emotional health and wellbeing of the young person and impact on positive outcomes. | |
| **3** | To plan and develop multi-agency action plans for individual young people and families aimed at addressing the underlying needs, attitudes and risks related to behavioural issues or other unmet needs. | |
| **4** | To case hold and act as lead professional in relation to support plans for young people including.   * chairing and attending multi-agency planning, review and exit meetings * develop and regularly reviewing the relevance, effectiveness and quality of SMART plans * developing and fostering relationships with representatives from other relevant organisations * To develop a comprehensive knowledge of family services and activities provided by the various organisations and agencies across the Borough and how to access these * ensuring appropriate support from universal and specialist, professional and voluntary services for young people is accessed where required * to engage the support of parents, carers and families to support young people in making decisions * representing and balancing the views of young people, parents, and the wider community within the plan * Maintain written and computerised information and case recording on allocated caseloads for monitoring and evaluative purposes | |
| **5** | To deliver interventions to the timescales and standards required by the Targeted Early Help Service and the Service Managers. | |
| **6** | To develop and deliver a variety of interventions for young people aimed at preventing needs from escalating and improving outcomes. | |
| **7** | Work closely with families and carers of the young people to enhance their capacity to provide effective care and control. | |
| **8** | To work within an equal opportunities framework and promote the development of anti-discriminatory and anti-oppressive practice in all aspects of the work. | |
| **9** | To work with young people to empower them to make decisions in order to realise their full potential. | |
| **10** | To maintain records describing the services and intervention used with service users and evaluating the outcome. This will involve use of the Early Help Assessment process and use of relevant Management Information Systems | |
| **11** | To identify training needs related to improving practice and participate in programmes of training and personal development within a changing environment. | |
| **12** | To prepare for and participate in regular supervision and appraisal. | |
| **13** | To regularly provide a service outside of normal office working hours, including evenings and weekends to meet the needs of the young people, community and service. | |
| **14** | Provide regular timely and accurate management information to enable effective local planning and delivery. | |
| **15** | To contribute to the development of the service. | |
| **16** | To take responsibility for planning and managing your own work under the guidance and support of your line manager, and the principles of the service. | |
| **17** | To undertake any other appropriate duties and responsibilities commensurate with the grade. | |
| **Date Job Description prepared/updated:** | | **January 2021** |
| **Job Description prepared by:** | | **Nicola Murphy** |



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| **Job Title** | | EARLY HELP TARGETED YOUTH SUPPORT WORKER | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
| 1. | Knowledge and experience of delivering Early Help/Family Support services and an understanding of relevant Government and local guidance, legislation and Ofsted Framework. | | Application/Interview |
| 2. | Knowledge of the Local Safeguarding Children’s Board and its remit, policies and procedures, including Framework for Action and statutory and Early Help assessment frameworks, and how they apply to your work and the work of your team. | | Application/Interview |
| 3. | Have an understanding of family support work including solution focussed interventions and restorative practice. | | Application/Interview |
| 4. | Ability to assess unmet need and risk for Young People within the wider family context, and to effectively analyse the assessment in order to formulate an effective plan of intervention. | | Interview |
| 5. | Work with service users to help them understand the procedures and the agreed outcomes. | | Interview |
| 6. | Ability to motivate and engage with young people in programmes of work to address their behaviour and unmet needs. | | Application/Interview |
| 7. | The ability to build constructive relationships with parents and carers to be able to effectively support and guide them to identify factors that impact on their children, | | Interview |
| 8. | The ability to network and work effectively with staff from other agencies in the voluntary and statutory sector. | | Application/Interview |
| 9. | Ability to accept responsibility for your own work and its delivery, improve your own performance and behave in a way that encourages effective working. | | Application |
| 10. | Ability to work as part of a multi-agency team and under own supervision using initiative | | Application/Interview |
| 11. | Ability to communicate effectively with challenging young people, both individually and in a group setting. | | Application/Interview |
| 12. | Demonstrate effective communication skills in order to present information both verbally and in writing to a variety of audiences | | Interview |
| 13. | The ability to record and monitor information in an accurate and ethical way. | | Application |
| 14. | Demonstrate effective organisational skills, with the ability to plan, develop and prioritise work in order to meet deadlines and changes in priority | | Application |
| 15. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Relevant level 3 qualification in, Youth and Community Work, Youth Work or Education | Application |
| 2. | A minimum of 18 months experience of working with challenging, resistant or vulnerable young people and their families. | Application |
| 3. | Experience of working with or alongside other agencies, both voluntary and statutory. | Interview |
| **3. Work Related Circumstances** | | |
| 1. | This post will require substantial working outside of normal office hours. The post holder must be willing and able to work regular evenings and weekends. | Interview |
| 2. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Application Form  Interview |
| 3. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Interview  Satisfactory DBS Disclosure |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Skills or knowledge in relation to group working with challenging young people. | | Application |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Relevant level 4 qualification in, Youth and Community Work, Youth Work or Education. | | Application |
| 2. | Two years’ experience of working with young people who are specifically targeted vulnerable young people. | | Application |
| 3. | Evidence of ongoing professional development relevant to the practice area (e.g. Youth and Community, Professional Certificate in Effective Practice, Substance Misuse, Sexual Health, Risk Taking Behaviour, Health, Housing). | | Application |
| 4. | Experience of using IT systems to record and monitor cases and performance. | | Application |

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| **Date Person Specification prepared/updated** | **January 2021** |
| **Person Specification prepared by** | **Nicola Murphy** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





