



## Stockport Council Job Description

**Post Title:** Intensive Support worker (0-18)  
**Service Area:** Safeguarding and Prevention  
**Directorate:** Services for People  
**Team:** Children's Social Care

**Salary Grade:** Scale 5 +2

**Post Reports to:** Senior Stockport Families First Practitioner  
**Post Responsible for:**

### Main Purpose of the Job:

1. The Intensive Support Worker will work with young people aged 0-18 years and their families who are open to children's social care on the edge of care or at risk of placement breakdown i.e. having offered all available universal and targeted support services/provisions.
2. The Intensive Support worker will deliver effective co-ordinated evidence based support and interventions to young people and their families/ carers to;
  - ❖ Support and maintain the child in their family home, where without an intensive package of support, it is reasonable to expect a family breakdown.
  - ❖ Support a child in their foster placement, where without an intensive package of support, it is reasonable to expect a placement breakdown.
  - ❖ Enable a child who is already looked after to return home with the support of an edge of care intervention.
3. To work as part of a multi-agency team offering time-limited intensive interventions and parenting support to improve the outcomes of young people and their families, where universal and single agency targeted services have failed to achieve sustainable changes.
4. Building effective and creative relationships with young people, their families and key partners (especially Health, Schools, Children's Centres and Housing) to ensure a fully integrated and holistic approach to ultimately provide a seamless service that empowers service users.
5. To provide flexible intensive support services for young people and their families in crisis where immediate support is required, planned work and maintenance support to meet children and their families holistic needs at the earliest point and at the times they require the support. The team will be split into two sets of 3 FTE posts, each working 5 days (37hrs) per week, including one weekend day and bank holidays. Both teams will work core hours of 2.00pm to 7.00pm with remaining contracted hours worked flexibly, usually between 11.00am and 8.00pm. In addition there is the facility to work flexibly from 8.00am or until 10.00pm if required by service need. Employees will receive two additional increments in recognition of weekend/out of hours working. In addition there is a facility for sleeping in around the needs of the young people for time limited intensive tailor made packages of support, subject to a maximum of 12 sleep ins over any 12 month period. Appropriate time off in lieu will be authorised, in line with the policy, where the needs of the service have necessitated working longer than contracted hours.

### Summary of responsibilities and key areas:

1. To hold a caseload and work flexibly as part of a multi-agency team and under professional/clinical supervision and guidance.
2. To deliver time-limited packages of practical and emotional support from 4 weeks and for

**durations of up to 6 -12 months to young people at the edge of care and their families to build, maintain and repair relationships positively enabling them to remain or return home where it is safe to do so.**

- 3. To provide an immediate support response and planned interventions to maintain young people with their families/ discharge young people who have been accommodated in emergency circumstances or short-medium term with regular review and evaluation of progress.**
- 4. To deliver a flexible, responsive out of hours service of planned work to meet the needs of families.**
- 5. To work with young people exhibiting extremely challenging behaviour including:**
  - ❖ Persistent (weekly) and enduring (6 months or longer) aggressive interpersonal behaviour AND/OR**
  - ❖ A significant risk of harm to self or to others e.g. self harming, substance misuse, sexual exploitation, absconding or at significant risk of school exclusion, High levels of non-attendance at school, Offending history or at risk of offending, Previous episodes on the Child Protection Register and previous episodes of being looked after**
- 6. Ensure young people's wishes and feelings are central to the work and plan**
- 7. To provide parenting support to parents/carers (including foster carers) to empower them in the parenting of their child/young person, thereby increasing parent/carer responsibility to;**
  - ❖ Be more effective enabling the young person to develop skills to cope with complexities within family, peer, school and the community systems;**
  - ❖ understand what is maintaining the problem behaviours within a systemic context present/future focused and goal-oriented, that targets specific problem behaviours**
  - ❖ building confidence, positive relationships and capacity in parenting**
- 8. Contribute to delivery of a range of parenting groups and programmes working closely with key partners**
- 9. Work closely with the social work teams and other partners to contribute to assessments and supervised contact were required**
- 10. Work with colleagues to support young people aged 16-18yrs who present as homeless to return to their family to prevent family breakdown. Where young people are unable to return home, work with colleagues to support them within independent/ supported accommodation.**
- 11. To assist families in accessing and engaging with local services within their area, including information and advice services, local community groups and centres, health services, childcare and education services, adult learning, training and employment services and to play a major supportive role in the step down process from statutory to mainstream services.**
- 12. To attend and contribute to a range of meetings including child protection conferences, LAC reviews, TAC meetings and planning and progress meetings etc...and provide reports when required**
- 13. To comply with health and safety procedures when delivering support to young people and their families ie risk assessment, lone working etc..**
- 14. To comply with all systems, financial, personnel, administrative, management information, health and safety client records etc., as directed by the Senior Intensive Support Worker and Team Manager.**
- 15. To support the Council's approach to diversity by working positively and inclusively with**

**colleagues, team members, clients and customers in the pursuit of service objectives. To value each individual's unique contribution when contact is made whilst performing work duties.**

### **Hours of work**

**The role will provide flexible intensive out of hours services for emergencies, planned work and maintenance support to meet children and their families holistic needs at the earliest point and at the times they require the support. The Intensive Support Worker team will each work 5 days (37hrs) per week, including one weekend day and bank holidays. They will work core hours of 2.00pm to 7.00pm with remaining contracted hours worked flexibly, usually between 11.00am and 8.00pm. In addition there is the facility to work flexibly from 8.00am or until 10.00pm if required by service need. Employees will receive an allowance of two additional increments in recognition of weekend/out of hours working. In addition there is a facility for sleeping in around the needs of the young people for time limited intensive tailor made packages of support, subject to a maximum of 12 sleep ins over any 12 month period. Appropriate time off in lieu will be authorised, in line with the policy, where the needs of the service have necessitated working longer than contracted hours.**

### **Additional duties:**

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



## Stockport Council Competency Person Specification

**Post Title:** Intensive Support worker (0-18)

**Directorate:** Services for People

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3		
Experience working with children and families in a relevant setting						Essential
Experience of child protection work						Essential
Experience of delivering packages of support and interventions to families with multiple and complex needs						Essential
Experiences of working effectively as part of a multi-agency team						Essential
Ability to communicate effectively oral and written and electronically, experience of report writing						Essential
Knowledge of relevant legislation and policy relevant to working with children and families including looked after children						Essential
Demonstrate empathy, resilience and persistence in working with children, families and others in challenging circumstances						Essential
Build positive relationships with difficult young people and their families in order to support effective change						Essential
Knowledge and experience delivering parenting support and groups						Essential
Ability to contribute to assessments, plan and review work as part of a team						Essential
Chairing and advocacy skills						Essential
Be flexible and able to use a range of interventions and restorative approaches with young people and families						Essential
Positive commitment to work in partnership with colleagues, other agencies, service users and carers						Essential
Knowledge of risk and protective factors and ability to use these to inform interventions						Essential
Ability to work independently and as part of a team using own initiative, supporting others where appropriate and understanding when to seek advice from managers						Essential
NVQ Level 3 Health & Social Care or equivalent						Essential
Verbal communication skills						Essential
Written communication skills						Essential

Willingness to undertake other training and commitment to self-development						Desirable
Ability to drive and access to a car for work 'alternative arrangements will be made for disabled applicants'						Essential
Understands and actively supports Stockport Councils diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

### Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 - Exceptional