

Post Specification

Date	August 2025
Post Group Number	8768
Post Title	Family Help Worker (Early Help Worker)
Job Family	People Care and Development
Job Family Role Profile	PCD8ii
Final Grade	9

To be read in conjunction with the job family role profile

Service Area description
The post sits within the Family Help, Extra Help and Localities service area and is located in the Children and Families directorate.
Purpose of this post
To provide early, targeted support to children, young people, and families that could escalate to requiring statutory intervention.
Key job specific accountabilities
<p>To work with children, young people and families ensuring professional, respectful and honest relationships with all family members are built and maintained, to develop trust and assist in, safeguarding children and promoting positive and timely outcomes.</p> <p>To undertake assessments of the need of children and families to identify/ monitor progress and inform a plan to address the identified issues, ensuring assessments and interventions are child-centred, evidence-informed, and outcome-focused.</p> <p>To ensure that the voice of children and young people is heard and informs assessment and direct work.</p> <p>To work and evidence therapeutic direct interventions with children and young people, who have complex needs, their parents and carer/s in accordance with the agreed plan.</p> <p>To undertake outreach work, providing support for families and children, including home visiting, and where required, coordinating work as part of the team around the child.</p> <p>To deliver evidence-based child development programmes.</p> <p>To deliver evidence-based parenting support programmes.</p> <p>To work alongside Family Help and Children's Services teams to offer an integrated service which ensures families are receiving the appropriate support and a continuity of practitioner.</p> <p>To support the engagement of families and delivery of services within the Family Help team.</p> <p>Promote multi agency and integrated ways of working, making onward referrals for specialist support and interventions, where appropriate.</p> <p>To ensure accurate, timely recordings on the child's individual file, analysing and reflecting on the child's progress, in line with practice standards.</p>

To identify and swiftly respond to indications of significant harm

To contribute to the targets to reduce the number of cared for children, children on child protection plans and children on child in need plans.

To conduct all work in accordance with Cumberland Council's Equality and Diversity policy and in a non-discriminatory and anti-oppressive manner.

To maintain own continuous professional development

To be able to identify and swiftly respond to indications of significant harm.

To be able to identify when other specialist services need to be engaged to support an intervention, and when support is no longer required, maintaining efficient throughput for the team and ensuring that families are engaged in the right services at the right time.

To represent children's services at multi-agency meetings when required.

To build effective partnerships to deliver services flexibly across the organisation (as governed by service need) and within homes, schools or community settings where required.

To adhere to Cumberland Council policies on confidentiality and information sharing giving due to consideration to the protection and well being of the child as paramount.

Contribute to the Cumberland Councils emergency planning activity in a time of crisis.

Support the Council's core values and corporate standards. ·

Undertake such other duties and responsibilities commensurate with the grading and nature of the post.

Ensure that the Service is at all times pursuing good individual relations and fair personnel, health and safety, equal opportunity and management practices. To take reasonable care of your own health and safety.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	N/A
Staff Management Responsibilities	N/A
Other	N/A

Essential Criteria - Qualifications, knowledge, experience and expertise

NVQ 3 or equivalent in a relevant professional area, social care, education, NNEB, child care

Experience working with children and families 0-19 up to 25 with SEND

Knowledge of current relevant national policies, statutory guidance and legislation in respect of children and young people including child protection

Understanding of working with drug, alcohol, domestic abuse and mental health issues

Knowledge of attachment theory and behaviours

Understanding of Equality and Diversity issues

Knowledge of the impact of loss and trauma on children and young people
Experience of working with other agencies and partners to improve outcomes for children and young people
High level of interpersonal skills
Ability to communicate at all levels with effective concise, relevant and accurate material both written and verbal, to meet the individual needs of children and young people and their families
Ability to assess, complete and review a needs led child’s plan
Confident in working independently and managing a caseload
Ability to prioritise and manage work effectively to reach agreed timescales and deadlines
Ability to deal with difficult, sensitive, emotional and stressful work
Ability to risk assess and respond to a range of situations
Ability to work within settings and the community independently
ICT competent in using Microsoft Word, Excel, Email and Internet
Good observation and active listening skills
Ability to manage confidential information
Ability to work on own initiative and as part of a team
Professional integrity, reliable, consistent, adaptable and resilient
Ability to motivate and develop others
A willingness to commit to ongoing professional development and training
Ability to show empathy and understanding of other views

Disclosure and Barring Service – DBS Checks
This post requires: DBS Enhanced - Children & Adults

Job working circumstances	
Emotional Demands	Working with people who may be distressed Role often deals with distressing situations for the young person
Physical Demands	N/A
Working Conditions	May experience abusive and / or aggressive behaviour
Other Factors : Requires the ability to travel around designated area to undertake duties	