

Job Description	
<b>Job Title</b>	Family Hub Practitioner
<b>Salary Range/Grade</b>	J 12 - 21
<b>Job Location</b>	Wiltshire Family Hubs (Homebased)
<b>Hours Per Week</b>	37 hours
<b>Reports To</b>	Outreach and Safeguarding Locality Lead
<b>Responsible For</b>	N/A
<p><b>What positive impacts will this position have on children, young people and families?</b></p> <p>As a Family Hub Practitioner in Wiltshire, you will play a pivotal role in making a positive impact on the lives of families in our community. Your compassionate and client-centred approach, coupled with your commitment to delivering high-quality services, will contribute to building resilient families and fostering a sense of belonging within our Family Hub. By providing support, guidance, and resources, you will empower families to navigate challenges, fostering positive outcomes and strengthening the fabric of our community. Join us in creating a nurturing environment where families thrive, and every interaction makes a lasting difference</p>	
General Description	
Task	
<ul style="list-style-type: none"> <li>• Develop and maintain effective partnership working with parents with a commitment to safeguarding and promoting the welfare of families, children and young people (CYP).</li> </ul>	
<ul style="list-style-type: none"> <li>• Conduct comprehensive assessments to understand the needs, strengths and challenges of families accessing the family hub</li> </ul>	
<ul style="list-style-type: none"> <li>• Work with families, children, young people and other agencies to assess, provide and co-ordinate interventions to meet identified support needs, in their home, on a one-to-one basis and within community settings.</li> </ul>	
<ul style="list-style-type: none"> <li>• Facilitate and deliver support and interventions on a one-to-one basis (including Reducing Parental Conflict which may be in a group setting), which improves parental capacity and family relationships for families with children and young people.</li> </ul>	
<ul style="list-style-type: none"> <li>• Hold a caseload of 20 families at any one time. (families seen on average every 2 weeks).</li> </ul>	
<ul style="list-style-type: none"> <li>• Maintain accurate and confidential records of family interactions, services provided and outcomes achieved.</li> </ul>	
<ul style="list-style-type: none"> <li>• Advocate on behalf of families to ensure they receive appropriate services and address any systemic barriers they may encounter.</li> </ul>	
<ul style="list-style-type: none"> <li>• Work with families, children and young people through a solutions focused approach to achieve sustainable positive progress, build resilience and where appropriate access other support and services in local communities, with the support of the family navigator where needed.</li> </ul>	

<ul style="list-style-type: none"> <li>Identify families that meet the Supporting Families criteria and provide suitable interventions, to enable positive outcomes for families and successful claims for the local authority.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain awareness of parental conflict, identifying and delivering one to one and group interventions in relation to reducing parental conflict (caseload will reflect a reduction where group delivery is required).</li> </ul>
<ul style="list-style-type: none"> <li>Develop and implement tailored support plans for families, addressing specific goals and objectives.</li> </ul>
<ul style="list-style-type: none"> <li>Link with local Safeguarding and Support Service colleagues, health colleagues and other community partners, to ensure a seamless transition for families moving between services (especially for step up/step down process) and to ensure that children, young people and their families receive the right help, at the right place, at the right time and with the right people.</li> </ul>
<ul style="list-style-type: none"> <li>Work in collaboration with the Family Hub Navigator to identify families who are in need of one-to-one support, to prevent escalation to SASS services.</li> </ul>
<ul style="list-style-type: none"> <li>Engage in locality based team meetings once per quarter, one to one Continuous Professional Development and case supervision every six weeks and reflective supervision and group practice meetings once per quarter.</li> </ul>

<p><b>What you will have achieved by month 3</b></p>	<ul style="list-style-type: none"> <li>Completed essential online training</li> <li>Read and understood policies and procedures</li> <li>Attended Spurgeons 'Introducing our Ethos and Values' workshop</li> <li>Completed 3-month mid probationary review</li> <li>Visited all flagship and spoke hubs within the relevant locality.</li> <li>Established relationships with local stakeholders</li> <li>Have a clear understanding of safeguarding policies and procedures in day-to-day work.</li> <li>Attendance at Family Hub Practitioner practice meetings across localities and contribute to CPD.</li> <li>Understand the supporting family's requirement from the local authority.</li> <li>Completed reducing parental conflict awareness and One Plus One training.</li> <li>Holding a case load of at least 20 families.</li> <li>Adhere to case management and child protection policy requirements.</li> </ul>
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<p><b>What you will have achieved by month 6</b></p>	<ul style="list-style-type: none"> <li>• Successfully completed probation and probationary review meeting</li> <li>• Gaining feedback from <b>all</b> parents/carers regarding the effectiveness of their work.</li> <li>• Engaging fully with case file auditing process</li> <li>• Ensuring every parent/carer in receipt of outreach has completed at least one, One Plus One course.</li> <li>• Identify sufficient parents/carers to complete a group reducing parental conflict programme.</li> <li>• Have a firm understanding of the local authority's cultural commitments, and these will be embedded in practice.</li> <li>• Contribute to a one team culture across the county, engaging in innovative ways of working without firm working bases.</li> <li>• Established a firm cooperative working relationship with PSAs (including pastoral care managers etc) to support families with CYP and avoid duplication.</li> <li>• Ensure 80% of current caseload has been put forwards for the supporting families programme, ensuring ongoing completion and submission of review forms.</li> <li>• Evidence completion of local authority KPIs (Key Performance Indicators), including number of families introduced to Family and Community Learning.</li> </ul>
<p><b>What you will have achieved by month 12</b></p>	<ul style="list-style-type: none"> <li>• Contribute towards the identification of sufficient families (alongside the senior leadership team) who are willing and able to become part of the long-term longitudinal case studies required with the local authority's KPIs.</li> <li>• Evidencing successful completion of KPIs (at a locality level): number of open outreach cases maintained at all times, number of parents/carers completing a group reducing parental conflict programme, number of parents/carers completing One Plus One courses.</li> <li>• Completed sufficient evidence to support the above KPIs.</li> <li>• Identified sufficient parents/carers to join the Parent and Carer Locality Panels.</li> <li>• Alongside other Family Hub colleagues, ensuring registration of 5000 new families across county.</li> <li>• End of year data to show 70% of all parents/carers receiving outreach or parenting programmes have progressed by at least 2 score points.</li> <li>• Engaged in a regular timetable of practice sessions/meetings.</li> <li>• Ensure at least 30 families have completed One Plus One course and 4 families have completed a group reducing parental conflict programme.</li> </ul>

Type	Description	Essential/ Desirable
<b>Qualification(s)</b>	<ul style="list-style-type: none"> <li>NVQ Level 3 in Social Work, family studies, youth and community work, psychology or related field</li> <li>NVQ Level 4 in Social Work, family studies, youth and community work, psychology or related field</li> <li>Evidence of recent and ongoing continuing professional development related to the role</li> </ul>	<p>E</p> <p>D</p> <p>E</p>
<b>Professional Registration</b>	<ul style="list-style-type: none"> <li>NA</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in a family support role, social work, community work, parenting work, childhood education or related field</li> <li>Experience in case management, developing support plans and coordinating services for families</li> <li>Experience of engaging with communities and building positive relationships with families and local organisations</li> <li>Experience in providing immediate support and crisis intervention for families facing urgent situations</li> <li>Experience of working collaboratively in multidisciplinary teams and with external partners</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication skills, written and verbal to effectively engage with families, colleagues and external stakeholders</li> <li>Strong organisational and time management skills</li> <li>Proficient in case management, including assessing family needs, developing support plans and coordinating services</li> <li>Ability to work collaboratively with multidisciplinary teams, community partners and external agencies</li> <li>Strong problem-solving skills to address individual needs of families</li> <li>Advocacy skills to champion the rights and well-being of families</li> <li>Effective time management skills to handle multiple cases, prioritise tasks and meet deadlines</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Knowledge</b>	<p>An in-depth working knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>The Children's Act 1989 and 2004 and United Nations Convention on the Rights of the Child</li> </ul>	<p>E</p> <p>E</p>



## Job Description & Person Specification

	<ul style="list-style-type: none"><li>• Self-motivated</li></ul>	
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## What We Expect From You

### Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



### Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

### Safer Recruitment & Employment Policy:

As part of Spurgeons Safer Recruitment & Employment Policy, any appointment to this role will be subject to the completion of a DBS application and obtaining satisfactory references.

### Equal Opportunities For All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.

