

Role Profile



Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Family Support - Outreach
Level	S7	Reports to	Children's Centre Manager
JE Band	228-268	School	Dorking Nursery School & Children's Centre
		Date Role Profile was created	Jun-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide outreach family support to targetted families with children 0-5 years in order to improve outcomes.</p> <p>To identifiy, assess and evaluate the impact of interventions.</p> <p>To work with the Children's Centre team to ensure families are aware of the services available and supported to access those which will improve outcomes for their families.</p> <p>To provide Early Help, working in partnership with statutory, voluntary and faith groups to support families in the Children's Centre reach area.</p>
Work Context	<p>Children's Centres play a central role in providing Early Help and reducing inequalities in outcomes of children. Children's Centres provide aces to high quality early years provision, health, family support and employment related services. ljflksdflksdlkf</p> <p>-</p> <p>Dorking Children's Centre is lead and managed by Dorking Nursery School. It is one of Surrey's 58 Children's Centres. The Nursery School and Children's Centre work cohesively focussing on the needs of the whole family.</p> <p>The role will be based at the Goodywns Road site, working across both sites and the reach area. It will require lone working and be responsible for adhering to personal safety guidance.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to make recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Educated to at least level 3 in relevant social care or early years qualification.</p> <p>Work in partnership with Children's Centre team and other agencies to deliver parenting programmes such as Parenting Puzzle.</p> <p>Excellent administration and organisation to keep accurate records in adherence with relevant policies.</p> <p>Take part in regular team meetings, supervision meetings with line manager and external supervision as required.</p> <p>Lead drop in sessions for families in line with the EYFS and organise Assistant Family Support Practitioners and other volunteers as appropriate.</p> <p>This post is subject to satisfactory DBS clearance and pre-employment checks.</p>
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>

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Dorking Nursery School and Children's Centre are committed to safeguarding and promoting the welfare of children, young people, families and carers and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an enhanced background checks by the Disclosure and Barring Service and satisfactory references

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