

# Job Description



<b>Job Title: Family Help Worker</b>	<b>Service Area: Pilot Family Help Team</b>	
<b>Directorate: Children &amp; Young Peoples Service (CYPS)</b>	<b>Post Number:</b>	<b>Evaluation Number:</b> 7792
<b>Grade: PO2</b>	<b>Date last updated: 04.03.2026</b>	

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Context**

Newham is undertaking major transformation through the Families First Partnership Programme, shifting practice from late intervention to proactive, relational and systemic Family Help. The Family Help Worker role will sit in **Family Support & Safeguarding Service (FSSS)** and the role holder will be responsible for completing Section 17 Assessments and supporting families on Child in Need Plans.

The role:

- Delivers whole-family, strengths-based, relational support
- Works within Newham's Circles of Support practice framework (Co-production, Curiosity, Compassion, Confidence, Clarity, Community)
- Works closely with schools, health, police, and VCS partners

## **Overall Purpose of Job**

The Family Help Worker will:

- Complete high-quality whole-family assessments, plans and purposeful interventions
- Act as Lead Practitioner for multi-disciplinary coordination
- Deliver relational, systemic practice that improves safety, resilience and outcomes
- Identify and escalate safeguarding concerns in line with Newham thresholds
- Maintain high-quality relational recordings, chronologies and case summaries
- Contribute to service learning, improvement and pilot innovation activity
  
- Reports to the Team Manager
- No line-management responsibilities
- Required to work from community locations
- May be required to work some evenings

## **Key Tasks and Accountabilities:**

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

### **1. Casework & Direct Family Support**

- Build trust with families, using relational and systemic approaches to understand context, strengths, needs and risks
- Complete timely, holistic whole family assessments, ensuring child voice, lived experience and best interests are central
- Develop SMART family plans that balance risk, protective factors and family goals
- Deliver purposeful, planned interventions that promote sustainable behaviour change
- Maintain contact with families in line with pathway requirements (e.g., timely first contact; regular visits)
- Ensure casework is purposeful, child centred and culturally responsive

### **2. Safeguarding & Risk Management**

- Maintain a strong grasp of safeguarding thresholds and statutory expectations
- Identify and escalate safeguarding concerns promptly
- Seek clinical and/or social work consultation where risks escalate or are unclear
- Ensure robust safety planning and risk analysis throughout intervention
- Complete relational chronologies and maintain professional footprint

### **3. Multi Agency Coordination & Partnership Working**

- Lead the coordination of Team Around the Family (TAF) meetings
- Promote the principle of one family, one plan
- Build and sustain strong collaborative relationships with schools, health, police, youth services and VCFS partners
- Ensure multi agency contributions are gathered and reflected in assessments and plans
- Work collaboratively with safeguarding partners where safeguarding risk requires multi agency oversight

### **4. Recording, Quality & Performance**

- Ensure timely, high quality relational recording in line with Newham's standards
- Maintain accurate assessments, plans, chronologies, summaries and genograms
- Keep casefiles up to date, ensuring no drafts or outstanding tasks at closure
- Support performance requirements

### **5. Professional Development & Contribution to Learning**

- Participate fully in supervision, appraisal and CPD
- Contribute to service improvement and reflective learning forums
- Support the development of tools, pathways and practice guidance as part of the pilot
- Uphold Newham's values, practice expectations and Circles of Support framework

# Person Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible

## EQUALITY AND DIVERSITY

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## PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b> <ul style="list-style-type: none"> <li>• Child development, parenting capacity, environmental factors, and risk/protective factors</li> <li>• Safeguarding thresholds, pathways and escalation routes</li> <li>• Systemic, relational and whole-family approaches</li> <li>• Diversity, equality and culturally competent/anti-racist practice</li> <li>• Roles and responsibilities of multi-agency partners</li> </ul>	Application and Interview
<b>EDUCATION/QUALIFICATIONS</b>	

<ul style="list-style-type: none"> <li>• Professional or vocational qualification (youth work, early years, teaching, social care, health, probation, counselling etc.) or equivalent experience</li> <li>• Evidence of ongoing CPD</li> </ul>	Application
<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Ability to build strong, trusting, relational working relationships with children and families</li> <li>• Ability to analyse risk and formulate multi-agency family plans</li> <li>• Able to summarise and synthesise complex information clearly</li> <li>• Skilled in delivering purposeful, structured interventions</li> <li>• Strong verbal and written communication skills</li> <li>• Able to work creatively with families and partners, contributing to improved outcomes</li> <li>• Strong organisational skills; able to manage competing priorities</li> <li>• Competent in using case management systems and ICT</li> </ul> <p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Experience supporting families with multiple and complex needs</li> <li>• Experience delivering whole-family interventions</li> <li>• Experience completing assessments, plans and chronologies</li> <li>• Experience coordinating or contributing to multi-agency work</li> </ul>	Application and Interview
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ul style="list-style-type: none"> <li>• Commitment to public service values and improving outcomes for Newham residents</li> </ul>	Application/Interview

<ul style="list-style-type: none"> <li>• Resilience, adaptability and reflective practice</li> <li>• A compassionate, curious, strengths-based approach</li> <li>• Commitment to equality, diversity and inclusion</li> </ul>	
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Willingness to work flexibly, including some evenings</li> <li>• Enhanced DBS</li> <li>• Commitment to Newham values and the Circles of Support practice model</li> </ul>	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage</p>