|  |  |
| --- | --- |
| **JOB DESCRIPTION** |  |
|  |  |

|  |  |  |
| --- | --- | --- |
| **Job Title:**  **Coach** | **Service Area**: Families First Service | |
| **Directorate:**  Children’s Services | **Post Number:**  **Various (15 posts)** | **Evaluation Number:**  **Previously Evaluated** |
| **Grade:**  PO2 | **Date last updated:**  **September 2020** | |

|  |
| --- |
| **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. |

**OVERALL PURPOSE OF JOB**

To work with families to bring about positive change as measured by the Families First Practice Framework;

* To hold a caseload in line with practice standards
* To contact all allocated families and visit them to complete consent forms within 5 working days of allocation
* The complete a comprehensive assessment using the Early Help Record within 25 working days of allocation
* To visit all allocated families a minimum of every ten working days and ensure regular visits are in the family home
* To record all visits to the family in visit forms within 24 hours
* To record all other contact with families or the professional network within 24 hours
* To organise and chair Team Around the Families meetings every six weeks ensuring minutes are taken and distributed to the professional network within 5 working days
* When case closure is agreed with your team leader to ensure that closure forms are completed within five working days and an ending meeting is organised where relevant and a closure letter is sent including details of any signposting to support in the community
* Delivering agreed targets for Payments by Results (PBR)
* To ensure all allocated families have a completed family profile, genogram and chronology on file
* To prioritise own workload and take personal responsibility for ensuring allocated families are managed within practice standards
* To be accountable to members of the professional network for the delivery of quality and impactful interventions
* To be focussed on outcomes for families and developing families strengths and resiliance

To support families in line with the Families First principles:

* Being **persistent and creative** in engaging families, not taking no for an answer
* Developing a **quality relationship** between the coach and the family, working together to build family resilience
* Taking a **whole family** approach to working
* Focusing on **developing the skills and capacity** of the family
* Taking a **systemic approach** to analysing need and a **task focussed** approach to delivery of family plans
* Providing **intensive support** to deliver family plans and achieve agreed goals and outcomes
* Developing a building a **support network** around the family drawing on professionals and **community resources**
* **Celebrating success** as well as **sanctions and consequences**.

**JOB CONTEXT**

1. The post holder is part of the Families First Service which is committed to working with families to bring about positive and measurable change.

2. The post holder reports to one of four Families First Team Leaders.

3. The post holder has no line management or budgetary responsibility.

4. The post holder may be required to work evenings, weekends and Public holidays, in order to meet service requirements.

**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. To provide intensive, evidence-based support to an allocated caseload of families in line with the Families First practice standards
2. To assess family’s pre-intervention based on information gathered from parents, children, other family members and other professionals working with the family
3. To plan interventions accordingly in partnership with families, with clear long term and interim goals describing what needs to change as well as clear actions that will be taken in order to achieve these goals
4. To ensure practice is based on a sound evidence-based theory of change with clear outcomes in mind
5. To build relationships with families – parents, children and others – and develop their skills and capabilities in particular: Family Relationships; Personal Agency, Self Belief, Aspirations; Connection to the Community; Planning & Problem Solving; Self-awareness & Control; Interpersonal Communication
6. To support families to make connections with other services in the local area and other sources of support
7. To support families to come up with their own imaginative and flexible solutions to the challenges they face avoiding children coming into care wherever possible
8. To monitor risk of harm to children and others within and outside the family, seek professional advice and take appropriate action
9. To seek consultation and engage support from clinical and social work professionals regarding specific families where necessary and/or helpful to achieving change for that family
10. To support families to avoid crisis through earlier identification, mitigation and contingency planning
11. To monitor progress of families towards goals at regular intervals through the new Outcomes Measurement Tool and other agreed mechanisms including regular review and reflection with family members
12. To make best use of limited financial resources for supporting families working within established procedures
13. To take part in case conferences, reviews and meetings as appropriate, ensuring that children and young people who use services and their family/carers are supported in making a full contribution to the meetings.
14. To ensure that review reports are prepared and presented to a high standard, within allocated timescales and evidence the involvement of children, young people, parents and carers.
15. To complete all necessary administrative procedures and maintain high standards of record keeping, ensuring that information is timely, accurate and complete and complies with statutory recording requirements.
16. To develop and maintain strong relationships with schools, colleges, specialists, support groups and networks to strengthen support available to children, young people and their families/carers.
17. To be an ambassador for the Families First Service and its aims, objectives and ways of working
18. To contribute to developing an organisational culture which is positive, forward looking, outcomes-focused, and committed to continual learning and development including undertaking relevant training as required.
19. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action and promote equality of opportunity in service delivery.
20. To attend and contribute to one to one supervision and appraisal sessions with the Team Manager, and ensure that they are informed of any circumstances requiring management oversight including issues around safeguarding.
21. To ensure that health and safety policies and procedures are followed at all times.
22. To carry out any other duties in line with the purpose and grade of the job.
23. To be proactive about delivering change for challenging families.
24. To work effectively with and develop the support for the most complex and entrenched families using extensive experience

**Politically Restricted Posts**

In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

**Service Specific Elements:**

|  |  |
| --- | --- |
| **Coach – Families First** | |
| **Responsibilities** |  |
| **Service Specific components** | |

|  |  |
| --- | --- |
| **Personal Specification** |  |

|  |  |  |
| --- | --- | --- |
| Job Title:  Coach | Service Area  Families First Service | |
| Directorate:  Children’s Service | Post Number:  TBC | Evaluation Number:  TBC |
| Grade:  TBC | Date last updated:  September 2020 | |

|  |
| --- |
| 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. |

|  |  |
| --- | --- |
| CRITERIA | METHOD OF ASSESSMENT |
| 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. | |

|  |  |
| --- | --- |
| **KNOWLEDGE:**  Enthusiasm for and commitment to Families First aims and principles  An awareness of relevant children’s legislation and policies.  Good understanding and awareness of safeguarding principles and issues, including risk assessment.  An understanding of delivering culturally appropriate services that are responsive to the needs of children young people and their families | Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview |
| **QUALIFICATIONS:**  A professional or vocational qualification (e.g. NVQ or equivalent) or demonstrable academic achievement and a willingness and ability to undertake training appropriate to the role. | Application Form/Documentation |
| **SKILLS AND ABILITIES:**  Ability to assess need and risk and analyse this information in order to plan effective intervention  Ability to deliver effective intervention that achieves positive, measureable outcomes for families and best value.  Ability to persevere in the face of challenges not taking no for an answer and convince families to engage with services  Ability to come up with innovative ideas, to motivate families and colleagues to buy into the service  Ability to examine and understand the evidence base  Ability to make decisions at a level appropriate to the role, achieve success, create innovation and embrace change.  Ability to work in partnership with children, young people, their families and with carers, and other providers including statutory and/or third sectors to deliver self directed services.  Ability to form appropriate professional relationships and boundaries with children, young people, carers and their families.  Ability to work effectively as part of a team.  Ability to provide clear, accurate, and timely case recording and summaries, letters and reports, and the ability to present reports.  Good communication, influencing and networking skills with the ability to negotiate effectively and achieve desired outcomes.  Ability to organise task and workload independently and meet timescales, demonstrate accountability and seek appropriate management oversight.  To demonstrate continuing development, related to practice and contribute positively to the process of supervision and appraisal.  Demonstrable IT skills and competence and transferable skills and the capacity to use them and undertake further training to harness their potential in supporting the work of the service.  Demonstrable understanding of the ‘personalisation agenda’ and commitment to enablement and maximising independence.  Ability to integrate an equalities, social inclusion and valuing diversities approach in service delivery.  Comprehensive experience of delivering change for challenging families.  Extensive experience of working with the most complex and entrenched families over an extensive period of time | Application Form /Interview /Practical Assessment  Application Form /Interview /Practical Assessment  Application Form/Interview  Interview/Practical Assessment  Application Form/Interview  Application Form/Interview  Interview/Practical Assessment  Application Form/Interview  Application Form/Interview  Application Form/Interview  Test  Application Form/Interview  Application Form/Interview  Application Form /Interview /Practical Assessment  Application Form /Interview /Practical Assessment  Application Form /Interview /Practical Assessment  Application Form /Interview /Practical Assessment  Application Form /Interview /Practical Assessment |
| **OTHER SPECIAL REQUIREMENTS:**   * Commitment to the provision of a quality family intervention, which safeguards, effects change and promotes equality and partnership with children and parents. * Commitment to upholding and respecting children’s rights, views and feelings. * Commitment to challenge discrimination based on race, gender, religion, sexual orientation or disability. * Willingness and ability to work occasional evenings and weekends to maintain service delivery. * This post is subject to an enhanced DBS check. * This post is exempt from The Rehabilitation of Offenders Act (1974). | Interview/Test  Interview/Test  Interview/Test  Interview  Satisfactory clearance at conditional offer stage.  Satisfactory clearance at conditional offer stage. |