

London Borough of Havering  
Job Profile

Job Title:  Senior Family Practitioner	Directorate:  Children Adults and Housing
Service/Section:  Early Help & Troubled Families Service	Post Number(s):  Job Evaluation Number:
Grade: G7	Date last updated: November 2015  Date of last Evaluation: November 2015

Main Purpose of the Job/ Key Objectives:

The Primary purpose of the role is to :

- ☐ Support the Principal Family Practitioner in the provision of a broad range of services with the aim of supporting families by improving family relationships, improving parenting and supporting young people and children into their full potential and away from harmful behaviour
- ☐ Champion positive and healthy outcomes for children & young people with Family Practitioners and Early Help partners.
- ☐ Ensuring safeguarding at all times, and contribute to safeguarding oversight
- ☐ To hold a caseload and complete Early Help Assessments taking into account the parents/carers and children's views and wishes
- ☐ Under the guidance of the Principal Family Practitioner, support the team, supervise frontline staff and contribute in day to day management of staff
- ☐ To deputise for the Principal Family Practitioner as required in matters relating to the delivery of services.
- ☐ To support an effective management of early years child care services, including judgement of risk, to individual families and children, within the Early Help Service and across agencies.
- ☐ To champion the Council's and the Directorate's commitment to equalities.
- ☐ Under the guidance of the Principal Family Practitioner contribute to a creative approach to delivering services for children and their families within the boundaries of legislation, policy and practice.
- ☐ Under the guidance of the Principal Family Practitioner and Early Help Group Manager, make decisions, co-ordinate and direct staff in making decisions to achieve positive outcomes for children and their families within a single and multi-agency care planning framework.
- ☐ Under guidance of the Principal Family Practitioner and the Participation Co-ordinator, ensure that parents and children are involved in service evaluation.
- ☐ To maintain an up-to-date knowledge of current legislation, research and its implications on practice, ensuring good practice shared with the team members.
- ☐ Under guidance of Principal Family Practitioner, and where appropriate Early Help Group Manager, manage competing and conflicting priorities and

- demands on a day-to-day basis.
- ☐ Ensures records are up-to-date and information is shared across the service as appropriate.
- ☐ To support Principal Family Practitioner in relation to building use and maintenance of Children's Centre Hubs; reporting issues to facilities officer when required.
- ☐ To be able to recognise families against the Troubled Families criteria and to identify appropriate support to ensure long time sustainable change within this scheme.

#### Job Context:

1. The post holder reports to the Principal Family Practitioner
2. The post holder will have responsibility for line managing four Family Practitioners
3. The post holder may be required to work evenings, weekends and early mornings, as required by the nature of the role.

#### Experience

- ☐ Experience of working with children and families from a variety of backgrounds.
- ☐ Developing and delivering effective provision in either the public or voluntary sector.
- ☐ Experience of effective partnership or cross sector, multi-agency work.
- ☐ Experience of working with families on practical parenting tasks.
- ☐ Experience of staff management.
- ☐ Experience of supporting with direction and strategy of a team

#### Qualifications

- ☐ Hold a recognised and relevant qualification in a related discipline

#### Working conditions/ circumstances

- ☐ Be prepared to attend meetings in the absence of the Principal Family Practitioner, which may include evenings
- ☐ To demonstrate an understanding of and commitment to Havering's Equal Opportunities Policy in service delivery to the community, in relationships with colleagues and in employment practices.
- ☐ An ability to travel between Local Authority sites (within the London Borough of Havering)?.
- ☐ An enhanced disclosure from the DBS.
- ☐ To be available for occasional weekend working
- ☐ To demonstrate an understanding of and commitment to Havering's Equality and Diversity Policy in service delivery to families.

#### Key Accountabilities and Result Areas:

Key Result Area	Expected End Result
Able to work effectively and creatively with Family Practitioners, Principal Family Practitioners, the Early Help Group Manager, service users, other service providers and interested parties.	To ensure that staff and resources are deployed effectively and efficiently.
Manage competing and conflicting priorities and demands on a day to day basis.	Staff are deployed effectively and efficiently. To prioritise the work of the team in line with the Council's priorities. To ensure the IT databases are maintained accurately and up to date. All decisions are recorded in the Children's record.
Ability to develop and motivate individuals in the service.	Optimise staff performance and development to meet the needs of the service users.
Use quality assurance systems to ensure that quality of work is maintained to uniformly high standard, including audit tools	Audit work using quality assurance systems available to ensure service improvement. Case management oversight of staff the senior practitioner directly line manages. To ensure
Ability to provide effective support to professional staff and carers.	that positive outcomes are achieved for families and service users.
Communicates effectively within the team and engages with appropriate stakeholders and agencies to enhance service delivery. Assists in the development of robust	Displays effective communication engages well with staff, stakeholders and agencies
record keeping systems and to disseminate information within the team.	Ensures records are up to date and information is shared across the service as appropriate.
Actively promotes equality, diversity and inclusion both within the organisation and in the services provided. Acts in a manner consistent with these principles.	Diversity is recognised valued and taken account of in all aspects of service provision, and is clearly demonstrable in case files and service plans.
Actively encourage staff within supervision and in day-to-day support of staff caseloads.	Staff feel supported and listened to in managing their caseloads and the day to day pressures of work

#### Competency Profile:

Competency	Level	Criteria to be evidenced
Communicating openly and effectively	C	<input type="checkbox"/> Communicates complex information to others effectively <input type="checkbox"/> Is a clear and persuasive communicator, using influencing and negotiating skills when necessary <input type="checkbox"/> Actively listens to, respects and values the view of others <input type="checkbox"/> Presents succinct, well balanced information orally and in writing, with clear outcomes

		<input type="checkbox"/> Sets up opportunities to influence others prior to decisions being made <input type="checkbox"/> Understands and responds to organisational politics <input type="checkbox"/> Facilitates discussions to achieve collective objectives <input type="checkbox"/> Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively
Respecting others	C	<input type="checkbox"/> Develops a culture of equality and diversity <input type="checkbox"/> Empowers people to achieve best practice in this area <input type="checkbox"/> Adapts to different audiences <input type="checkbox"/> Demonstrates integrity and consistency in decision making <input type="checkbox"/> Ensures team members value diversity <input type="checkbox"/> Demonstrates clear and consistent leadership in promoting equality and diversity <input type="checkbox"/> Ensures full access to services for all <input type="checkbox"/> Responds efficiently and appropriately where there is evidence of unfairness <input type="checkbox"/> Respects confidentiality wherever appropriate <input type="checkbox"/> Challenges inappropriate behaviour <input type="checkbox"/> Upholds a high standard of fairness and ethics in words and actions
Achieving Results and Success	B	<input type="checkbox"/> Assumes personal responsibility for achieving outcomes and making appropriate decisions and is considerate of others and their contributions <input type="checkbox"/> Monitors and evaluates own performance against targets <input type="checkbox"/> Develop new ways of working to achieve results <input type="checkbox"/> Demonstrates high personal standards as an example to others and delivers what they agree <input type="checkbox"/> Is consistently positive and remains focused and flexible when faced with competing demands and priorities <input type="checkbox"/> Allocates time and resources to reflect priorities <input type="checkbox"/> Seeks information to aid decision making
Delivering excellent customer service	B	<input type="checkbox"/> Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs <input type="checkbox"/> Analyses and understands delivery and range of services, providing solutions to individual customer needs <input type="checkbox"/> Develops and maintains constructive relationships with customers <input type="checkbox"/> Takes pride in delivering high quality services and seeks to expand own skills

		<input type="checkbox"/> Constantly questions "how will this benefit the service user?" <input type="checkbox"/> Seeks service-user feedback to identify ways to improve customer experience
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**Additional Requirements:**

- ☐ The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- ☐ Comply with Health and Safety Regulations associated with your employment. ☐ Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- ☐ To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- ☐ Potential requirement to work at any Council site.
- ☐ To demonstrate a flexible approach in the delivery of work within the service area. Consequently, the potholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- ☐ In addition to the normal working hours as advised in your contract of employment, due to the nature of your work, from time to time it may be necessary to carry out certain duties outside of normal working hours.
- ☐ If you drive your vehicle on council duties you must ensure your car insurance policy covers you for its use for business purposes.
- ☐ To undertake such training as is deemed necessary to improve personal performance and knowledge in accordance with the council's training policy.