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| **Role Title** | **Edge Of Care Case Worker (EOC)** |
| **Job Family** | **Families Directorate** |
| **Competency Level** | **Principal Officer/Manager** |
| **Pay Scale** | **PO1** |
| **Job Purpose** | |
| **Youth & Family Resilience Service (YFRS)**  EOC will respond to the significant risk factors in the lives of children and young people from early indicators such as poor attendance and disruptive behaviour at school through to offending behaviours and serious violence. EOC will work across our offers for young people who are at the edge of care, those at risk of involvement with gangs and serious youth violence and those who have been involved in the criminal justice system. The EOC will provide an evidence-led, urgent and rapid response, including out of hours provision to respond immediately to emerging concerns.  **Edge Of Care Worker**   * To deliver evidenced-led urgent and rapid response to emerging concerns and risks to children and their families with high quality assessments and interventions; * To take a holistic approach to the assessment of needs for vulnerable children using family-facing practice to strengthen the response to those needs and to increase family resilience and wellbeing; * To reduce Children’s risk and vulnerability by taking a systemic, trauma-informed, and child first approach to improve outcomes for children and young people; * To work in close partnership with practitioners from youth justice, police, education, children social care and other services to safeguard children at significant risk of harm; * To promote integrated working methods across the children’s services system, using quality conversations to build relationships and partnerships across sectors and disciplines. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and organise work to ensure the delivery of those aspects of the service for which responsible. | Work is completed to agreed time scales, within budget, and to the quality and standards required.  Changes to priorities are accommodated.  Service is delivered to organisational, customer and stakeholder requirements.  Professional and legal compliance is assured. |
| Support the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility. | Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Customers receive prompt, accurate policy / procedural updates.  Service standards are improved. |
| Work closely with others to support the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and centre of excellence. |
| Co-operate with and support colleagues. | Colleagues are supported.  Required information is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |

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| **Role Specific Accountabilities** | |
| Provide evidenced-led urgent and rapid response to emerging concerns and risks to young people and their families | Apply systemic, trauma-informed, child-first assessment and interventions with children, young people and families that reduce risk and vulnerability, improve the quality of conversations and relationships, and contribute to the achievement of positive outcomes. |
| Safeguard the welfare of children, young people, and vulnerable adults you work with directly and those who you encounter taking full account of contextual factors (as informed by the Safeguarding Adolescent’s Practice Guide). | Identify, record and report risks to children, young people and vulnerable adults according to the guidelines set out in national guidance and to local safeguarding policy  Children, young people and vulnerable adults are safeguarded from risk of harm and their welfare is promoted through prevention, family intervention and early help  Assessments and interventions fully incorporate contextual practices. |
| Use systemic and holistic assessment methods - to gather information to support evidence-led interventions proportionate to needs and that seek to embed good practice around information sharing.  Undertake visits to homes and settings to support access to early intervention and prevention that reduce risk and vulnerability. | Assessments are completed to agreed standards, supporting effective systemic, trauma-informed and holistic interventions, and includes child’s voice.  Home and setting visits are undertaken in full accordance with safeguarding practice.  Contact, home and setting visits are regularly undertaken outside of core office hours to facilitate improved compliance |
| Provide whole family interventions and strengths-based coaching for families that builds their skills, relationships, and resilience and helps children to be independent, resilient, safe, and well. | Develop and maintain effective relationships with parents in a non-judgemental way. Empowering them to get the most out of educational, physical and mental health and other life opportunities available.  Families develop skills, relationships and resilience, including effective techniques to support and encourage children to make progress in learning and achievement.  All early interventions are based on effective evidence- based practice and recording systems are outcomes and impact focussed. |
| Offer diverse, equitable, inclusive and differentiated services that are responsive to all groups | The quality and level of collaboration with services and the whole community better reflect and respond to the needs of families with children. |
| Work in partnership with whole families in their networks and communities to enable children and young people, particularly the most disadvantaged, to have full access to educational, health and other life opportunities and overcome barriers to learning and participation. Effectively support a specified number of whole family intervention cases | Families build relationships and tap into their networks and communities as a source of support that builds wellbeing and resilience and improves outcomes for children. |
| Support the provision of appropriate and empowering offer to families and lead on other forms of structured support for parenting, such as one to one parenting advice. | Parents understand their primary rights and responsibilities to raise their children.  Parents can access information, guidance and tools that they can use to carry out effective parenting.  Parents receive direct support that helps them to improve and maintain positive parenting skills. |
| Ensure that youth and family resilience case records are up to date, accurate, and of the highest quality using the systems provided. | Youth and family resilience service caseloads are monitored, recorded and regularly reviewed against agreed plans.  All referrals are managed in accordance with the local policy, practice, guidance and procedures.  Reflect on practice through own work and in supervision to continuously improve the offer to children, young people and families and support good outcomes. |
| Liaise and consult with a range of colleagues - across Early Help Division; Children’s Social Care; Adult Services, including Mental Health and Housing; Police and Probation services; Mainstream Schools, Alternative Provision, Education Support Services; and with the voluntary and community sector - to improve outcomes for children and young people. | Practitioners contribute to effective integrated working including safeguarding and early help decision making and step up and step down between levels of need.  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. |
| ***Nature of Contacts***  Typically involves Families, Children, Young People, Educational Establishments, Managers across the authority, and external agencies and organisations providing a range of services for children and families.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.Deal with people at all levels confidently, sensitively and diplomatically. | |
| **Procedural Context**  Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.  Decisions will be made based on Council procedures.  The post will be expected to work from a variety of locations  The post may require working outside of normal working hours. Strong evaluative judgement is required in relation to risks and issues, with the ability to identify the potential impact of changing and potentially conflicting internal and external factors across agencies.  Monitoring, planning and prioritisation are required to ensure the service areas achieve strategic goals, reviewing and adjusting to take account of the risks and opportunities presented. | |
| **Key Facts and Figures**   * Enhanced DBS * Office based * Home visits * Occasional out of hours work may be required | |
| **Resourcing**  Budget Responsibilities**: None** Supervisory Responsibilities: **None** | |
| **Knowledge**   * Knowledge of key theory and principles relating to youth justice, safeguarding children, whole family working and inclusion (e.g. trauma informed practice and child first approaches) * Knowledge of statutory legislation and policy frameworks pertaining to youth justice and safeguarding children (not least Children’s Act 1989 and 2004, Working Together to Safeguard Children 2015, Crime and Disorder Act, Legal Aid, Sentencing and Punishment of Offenders Act 2012, The Anti-social Behaviour, Crime and Policing Act 2014) * Knowledge of signs and indicators of child abuse and neglect and understanding of child protection issues.   **Experience**   * Experience of engaging children, young people and families with emerging, multiple and complex needs to and working with them to improve outcomes. * Experience of responding to the risk and vulnerability of children, young people and families. * Experience of child engagement, child’s voice work, and ensuring they remain at the centre of interventions * Experience of evidence-based and structured approach to recording practice * Experience of working in a multi-agency setting and working with a range of professionals * Experience of using reflective techniques to evaluate and continuously improve own practice   **Skills**   * Ability to identify, assess, and address risks presented by young people to themselves and others, with good analytical skills and sound judgement * Excellent interpersonal skills: ability to negotiate and persuade and build and maintain effective working relationships at all levels; to communicate with, engage and influence customers, partners and stakeholders. * Ability to communicate effectively orally and in writing, and to use IT to record work effectively * Ability to build effective relationships with partners and work across organisational boundaries * Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. * Proven initiative and judgement to identify and resolve problems * Ability to demonstrate a commitment to valuing diversity and promoting equality. * High professional and ethical standards   **Other requirements**   * Commitment to the welfare of children and young people, and to managing the risk that some present to themselves and others * Commitment to the Council's Equal Opportunity Policy and acceptance of responsibility for its practical application. * Understanding of the requirements of the Health and Safety at Work Act 1974. * Able to work flexible or unsocial hours at short notice | |
| **Indicative Qualifications**   * Relevant A levels or equivalent qualifications & experience of working effectively within a criminal justice environment to engage and deliver interventions to reduce the risk young people present. * PO 1 – Educated to A Level standard or equivalent * Demonstrable evidence of effective analytical skills and ability to a caseload assessed generally as Low to Medium Risk | |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. | |