**Manchester City Council**

**Role Profile**

**Outreach Worker (Family Help Worker role), Grade 5**

**Early Years, Directorate for Children & Families**

**Reports to: Family Help Worker Team Lead (Early Years)**

**Job Family: Job Family: People Care and Support Direct**

**Key Role Descriptors**

The role holder will work as part of a team delivering the Family Hub Offer, and will work at front line level, to a high standard of quality, using a whole family approach.

The role holder will support families where the children are aged 0 - 19 years (25 SEND) and have been identified as requiring a package of support to improve outcomes. This will either be at a universal level or at level 2 on the Multi Agency Threshold document. These include: health, social, education and environmental.

**Key Role Accountabilities**

Engage families to access the full range of services across the locality through actively promoting Family Hub services to the public with multi agency engagement through facilitating events and working frontline with families.

Work with families who have been identified as having targeted needs to improve the health and wellbeing and promote independence, making use of the Early Help Assessment across the Family Hub Locality.

Identify child and parental need through undertaking evidence-based assessments and using a range of other proven assessment tools and interventions.

Evidence improved outcomes for children and families through tracking, monitoring and evaluating the impact of services, and contribute to the achievement of outcomes identified by the local analysis of need.

Engage effectively with families through quality assured group based activities and tailored evidence based interventions for individual families within their own homes.

Ensure safeguarding is a priority and understand their responsibilities in the reporting procedures as outlined by the Manchester Safeguarding Partnership.

Personal commitment to continuous self-development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in service delivery and communication.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Family Hub Family Help Worker role will work as part of an integrated team across the Family Hub network. The role will proactively ensure that a full understanding and awareness of wider 0-19 (25 SEND) children and families services and activities is cultivated and developed. The Family Help Worker role will have a broad understanding of a wide range of services access criteria and have the skills and expertise, taking a think family, strength-based approach to supporting children and families to access appropriate services and activities in a timely manner. The Family Help Worker role will undertake Early Help Assessments taking the lead practitioner role coordinating team around the family (TAF) meetings as appropriate. The Family Help Worker role will engage with communities and wider partners to identify gaps and support the development of wider services that meet local need.

**Outreach Worker** **– Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication skills –** Demonstrate an understanding of the views of others and communicate in a realistic and practical manner using appropriate language, listening to views and issues of other. An ability to communicate clearly, concisely and accurately, in ways which promote understanding. Good literacy and numeracy skills to undertake publicity information and keep case file records.
* **Analytical Skills –** An ability to engage partners to identify information needs and know how to go about obtaining the relevant information.
* **Planning and Organising** **–** Provides work on time to the required standards. An ability to prioritise own workload in order to meet deadlines. An ability to clearly prioritise work, set targets for self, to demanding timescales. Demonstrate the ability to organise multiple tasks in the most effective way, allocate time and energy according to the task complexity and priority.
* **Problem Solving and Decision Making –** Ability to analyse situations, diagnose problems, identify key issues, establish and evaluate alternative courses of action and produce logical, practical and acceptable solutions. Is able to make effective decisions on a day to day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary, be logical in thinking and explaining reasoning behind decisions.
* **Commissioning Skills –** An awareness of commissioning in order to engage services on behalf of the family which are effective and efficient and meet the assessed needs.
* **ICT Skills –** Ability to maintain effective systems to manage and retrieve information..

**Technical requirements (Role Specific)**

This role requires an Enhanced DBS Check.

Knowledge of issues that affect parents and children, particularly in areas that are economically disadvantaged.