**Manchester City Council**

**Role Profile**

**Family Contact Assessor, Grade 6**

**Family Contact Service, Children’s Services Directorate**

**Reports to: Family Contact Team Coordinator**

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

**Key Role Descriptors:**

The role holder will deliver high quality support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

**Key Role Accountabilities:**

Establish and maintain relationships with service users to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual’s needs and ensure positive outcomes.

Provide support and advice to service users which provide the opportunity to engage with appropriate local and national organised and community-based services.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce plans that use service users individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 employment, service delivery and communications

**Where the roleholder 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 role holder will be responsible for the smooth delivery of service, ensuring that high standards are maintained. This will improve the lived experience of the children/young people we serve.

The jobholder will work with partner agencies and stakeholders to assess and plan person-centred packages to meet the individual needs of children/young people and families to promote the delivery of Family Time

The role holder will work as part of the Family Time team based in the contact centres and in the community (if appropriate) who offer supervised contact to the children and families who are referred to us.

Through practical experience, the role holder will demonstrate a comprehensive understanding of all aspects of the Family Time service including working with multi agencies.

The role holder will need to be confident and able to form effective working relationships with children/young people, their families and professionals

The focus of the role will be to affect change which will lead to sustainable outcomes in a secure and safe environment in which the child/young person can safely see their family/carer.

The role holder will need to demonstrate personal and emotional resilience to meet the needs of children/young people and families who can at times exhibit complex and sometimes challenging behaviour.

**Key Behaviours, Skills 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

**General Skills**

* **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language, listens attentively to views and issues of others and responds to issues arising.

Ability to communicate clearly, concisely, accurately and in ways to promote understanding

* **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Administrative Skills:** Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.

**Technical Requirements (Role Specific)**

* Good understanding of child development and experience of working with children and their families
* General understanding of child protection procedures and principles and MCC social work procedures relating to court proceedings
* Understanding and implementation of how their service will contribute to assessments undertaken within the Assessment Framework and a general understanding of the Framework itself
* Willingness to apply for an enhanced DBS check
* Willingness to undertake the Diploma L3 in Childcare or have equivalent qualification
* Current driving licence and use of own vehicle for business use.