**Manchester City Council**

**Role Profile**

**Family Help Practitioner, Grade 6**

**Thriving Families Service, Children’s Services Directorate**

**Reports to: Thriving Families Team Manager**

**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 objective of the Thriving Families programme is to strengthen families to thrive and keep children safe by bringing together multi-agency expertise and skills so we can effectively co-ordinate support. This role will provide an exciting opportunity to be part of the Thriving Families programme in Manchester, working together with a range of partners to implement a whole family approach. Whilst being part of a multi-disciplinary team, based within the Manchester Court and Locality Social Work Service.

This is a front facing role, delivering evidence based interventions to families impacted by domestic violence, substance misuse, mental health, and persistent neglect within their own home. Providing intensive and targeted support to families subject to child protection and child in needs plans, where there is a child of primary school age in the home.

**Family Help Practitioner - 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**

* **Interpersonal Skills**: Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others.
* **Analytical Skills**: Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources. Ability to identify patterns and trends that may impact on decisions with skills to identify risks and any assumptions made.
* **Communication Skills:** Ability to communicate clearly, concisely, accurately and in a way that promotes understanding. Demonstrates an understanding of the views of others and communicates in a realistic and practical using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** 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 explain reasoning behind decisions or actions taken
* **Administrative Skills:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.

**Technical Requirements (Role Specific)**

* Willingness to consent to and apply for a DBS check.
* The role holder must hold a full driving license and have access to a vehicle on a daily basis.
* Willingness to work outside of standard office hours as required.
* An understanding of relevant legislation and statutory guidance including Working Together 2014, MSCB Safeguarding Procedures, Domestic Abuse awareness, Children Act 2004, Children and Families Act 2014