

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7PCS</b>	<b>Role Title</b>	<b>Early Support Worker</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Early Support Coordinator</b>
		<b>Directorate</b>	<b>Children's, Schools and Families</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>CSF Commissioning and Prevention</b>
		<b>Team</b>	<b>Early Help</b>
		<b>Date Role Profile was created</b>	<b>01/01/2017</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>This position will co-ordinate and support the delivery of the Surrey Early Support (SESS) Service and the use of the Early Support materials across Surrey, ensuring support is provided to parents of disabled children aged 0-5 and that services are co-ordinated through a consistent approach. This will require the post holder developing positive and supportive working relationships with a range of other individuals and organisations.</p> <p>The post holder will support the delivery of an integrated service in partnership with parents and professionals from health, education, social care and the voluntary sector, to develop a more seamless, accessible timely service, ensuring early interventions and support.</p>
<b>Work Context</b>	<p>The Families Service is a new service bringing together the Troubled Families offer, the Youth Support and Youth Work Service and Children's Centres to create a 0-19 (up to 25 with additional needs) Early Help and targeted support service for vulnerable families, children and young people in Surrey.</p> <p>The post holder will establish a network of contacts, liaising and working in partnership with them to meet the legislative requirements. This will require the post holder to develop positive and supportive working relationships with a range of other individuals and organisations as appropriate to their role.</p>
<b>Line management responsibility</b> if applicable	None
<b>Budget responsibility</b> if applicable	None
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>• Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</li> </ul> <p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>• Monitor, manage and deliver care plans in specified service area.</li> <li>• Undertake case related reports and maintain records in accordance with procedural and legislative requirements.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff.</li> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Make recommendations for the provision of services in line with the budget determined according</li> </ul>

	<p>to assessment of needs.</p> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to plan, manage and prioritise a caseload and seek guidance where necessary.</li> <li>• Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal supervision.</li> <li>• Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff.</li> <li>• Experience of working with the user group and of staff supervision where appropriate.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	
<p><b>Role Summary</b></p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>

Reason for Benchmarking - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
<b>A - Creation of a new role</b>	Please provide context to the creation of this new role.	
<b>B - Creation of a new role as a result of a reorganisation</b>	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	<p>The operating environment for local government children's services in Surrey is summarised by increased demand, reduced funding and regulatory pressure.</p> <p>This context requires the Council to change and adapt in order to meet its legal duties and residents expectations. The Council is already struggling to work within the budgets they have and currently forecasts to overspend by £22m of which £5m relates to CSF.</p> <p>Therefore, commissioning arrangements require significant join-up and establish a culture and practice of 'one team' that will transform early help services, improve the quality of practice, reduce demand and deliver value for public money.</p>
<b>C - The profile has been reviewed to more accurately reflect the existing duties of the current role</b>	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	
<b>Date new role profile has been agreed with the role holder(s)</b> Reason C of the business case only		
<b>OM Number of the position - Reason C</b> of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		
<b>Current grade of the position - Reason C</b> of the business case		
<b>Manager's OM Number this role reports to - Reasons A,B, C</b> above		

## Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
Sarah Gooding	Operations Development Manager	Jan-17

## Approval Section

<p><b>Requesting manager to confirm:</b></p> <ol style="list-style-type: none"> <li>1. Head of Service approval for the creation/amendment of the role</li> <li>2. Senior Manager confirmation of the available budget</li> </ol> <p>Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for job evaluation.</p>
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Position	Name	Date of approval
Head of Service	Ben Byrne	Jan-17
Senior Manager	Sarah Gooding	Jan-17

**To be completed and approved by an HR Advisor**

HR Advisor to confirm that the role is at a correct level within the particular Job Family

Position	Name	Date confirmed benchmarking to JE Coordinator
HR Advisor/Senior Advisor		

**To be completed by JE Coordinator**

Reference Number	
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