

JOB DESCRIPTION

Job Title	Family Intervention Worker		
Directorate	Children and Families		
Reporting to	Team Leader/Manager		
Grade	12		
Evaluation ref:	AG1003	Job ref:	Family
Role purpose			
The Family Intervention Worker acts as a key worker and case manager for children, young people and their families, providing holistic and intensive support tailored to individual need. The role focuses on assessing family strengths and challenges, developing creative intervention plans, and coordinating specialist services to help families achieve improved stability and outcomes. By building strong relationships with children, young people, parents and carers, the postholder works in partnership to promote positive change, reduce risks, and enable children to remain safely at home or return home following periods of accommodation. The role plays a vital part in preventing escalation into statutory services by delivering targeted, evidence-based interventions and working collaboratively with multi-agency partners such as Children's Social Care, education, health and community services. The Family Intervention Worker is responsible for monitoring and managing risk, maintaining high-quality case records, and contributing to multi-agency meetings and planning processes. In addition, the role supports crisis intervention and out-of-hours responses for young people aged ten and above, ensuring that timely, effective and coordinated support is provided to meet complex and urgent needs.			
Responsibilities			
Following referral and in liaison with the child/family and other relevant multi-agency professionals (which may include Children's Social Care) assess the child and family's strengths and needs and produce a holistic, creative and effective intervention plan agreed with the child and their family/carer detailing the specialist support services which will be provided, and outcomes sought. Work directly and intensively with a caseload of complex children, their families or carers and, where indicated, other involved professionals to provide intervention to enable children to stay at home or in other agreed accommodation safely or, where appropriate, to be reintegrated back in to the home following a period of accommodation or to prevent (re)escalation into statutory services including Children's Social Care and to assist families to identify and build upon their strengths to make and sustain best family outcomes.			

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Monitor and manage appropriately any risks to or from children as part of direct work undertaken and escalate such risks to the Professional Practitioner or Senior Professional Team Leader as required for discussion and onwards planning which may include sharing case accountability with external or multi agency partners.

Develop and implement the intervention plan, review its effectiveness with the child, family, Social Worker and/or other professionals involved and record and communicate outcomes and exit strategies in a timely fashion which hold contributing partners to account in supporting complex service users.

Record assessments, interventions and relevant contacts in a timely and effective manner which includes planning and outcomes. Produce reports to contribute to meetings about children and their families as required with a focus on the effectiveness of individual assessments and intervention packages.

Build upon existing knowledge and skills with evidenced based specialist training as required to deliver effective interventions to children and young people and contribute to team learning, client learning and training for partner agencies. Work with line management to appraise new approaches and embed improvements in service delivery.

Participate in a shift pattern offering crisis intervention to children and young people aged ten plus and their families outside of office hours (and to include weekends) plus Rapid Response overnight duties on a standby/call out basis for children and young people aged ten plus. This will involve direct work with families in the community out of office hours and the management of any risks involved in liaison with the Emergency Duty Team (EDT) service and prevention services management.

Impact

Contacts and Relationships

Will work with other Family Intervention Workers as part of a team and will work as a key worker/case manager with children, young people and their families and carers on a personal caseload, actively encouraging children, young people and their families to overcome challenges to participation in interventions and programmes.

Will advocate for children and young people and where necessary their families, with a range of agencies to ensure they receive the support and intervention they want and need, highlighting unmet need as appropriate through established escalation routes.

Will be supervised at least monthly by the Professional Practitioner or Senior Professional Team Leader within the team.

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Will have frequent collaborative contact with Children Social Workers, education and healthcare professionals and other professionals and opportunity providers involved with a child young person and their family receiving Family Intervention Service intervention.

Will have frequent contact with EDT staff and/or the on-call Prevention Services Manager when covering out of hours duty work.

Resources

The Family Intervention Service (FIS) has a county wide role:

Aiming to support children and young people to stay at home or in other agreed accommodation safely or, where appropriate, to be reintegrated back into the home following a period of accommodation or to prevent (re)escalation into statutory services including Children's Social Care and to assist families to identify and build upon their strengths to make and sustain best family outcomes.

Working intensively where intervention is tailored to presenting needs and aims to establish individual and family stability where reliance on additional Level 3 and 4 services is reduced.

Contributing to the design of bespoke intervention packages for children and their families/carers which feature a solution focussed and strength-based approach, but which do not lose sight of risks in the case.

Supporting the Senior Professional Team Leader and Professional Practitioners in delivering best value for money in organising service delivery including case allocation, diary management and minimisation of travel and other additional costs. Responsible for a mixed caseload of children/young people and their families, working with short term intensity in a crisis resolution model with some and for a longer period of up to a maximum 12 months with others but with an expectation of moving to stability and closure without case drift.

Working weekends and evenings to respond to the needs of children/young people aged ten plus outside of normal office hours with participation in the Rapid Response service as required.

Further information specific to this job

Responsible for promoting and safeguarding the welfare of the children and young people they are responsible for or encounter.

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.

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Knowledge / Experience / Skills / Qualifications			
	Essential	Desirable	
Knowledge			
• Demonstrating understanding and ability to engage families who have complex needs. • Demonstrate understanding as to circumstances which can lead to adolescents being accommodated by the Local authority and the work required to prevent family breakdown reaching this point. • Demonstrates strong ability to work in partnership with children/young people and their families and with other professionals, to effectively assess, plan and respond to needs and risk. • Knows how to carry out a holistic assessment of need; can identify and work in an outcomes focused way. • Significant knowledge and experience of being able to engage and provide appropriate interventions and support to families with complex needs. • Significant knowledge and understanding of the local community and partner services to support access to services for families as appropriate.	X		
Experience			
• Demonstrable experience of working in partnership with families in a multiagency context with families identified as needing level 3 support in The Effective Support for Children 0 -19 (SEND). • Experience in working with children and young people, including young people who may display challenging behaviour and working with them within their family context and dealing with crisis situations or a combination of issues suggesting a 'risk of care' episode is imminent. • Experience in completing full holistic assessments of a child/family's needs. • Experience of working within a multiagency context, co-ordinating and/or chairing 'Team Around the Child/Family' meetings.	X		

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• Experience of working as part of a team/multiagency practitioners to develop packages of support for young people who may need to be accommodated or, facilitate reunification with families/carers following a care episode. • Experience of contributing to the planning, delivery and review of services to families. • Experienced in planning alongside children/young people and families/carers so that plans agreed reflect child/young person/family/carers views and aspirations. • Experience of taking the lead in working with whole families, identifying all other relevant agencies that can provide support to complex families, co-ordinating, and reviewing progress of the support plans. • Experience in managing risks when working alongside families and reporting in line with Somerset County Council safeguarding policies and procedures. • Awareness of and ability to deliver a range of interventions and approaches in working with vulnerable children and young people including the 'at risk of care' population and children at risk of criminal and/or sexual exploitation. • Experience in the use of Information and Communication Technology.			
• Some experience of delivering parenting programmes to groups of targeted families. • Experience of using SCC Early Help Assessment and/or completion of an assessment of need. • Experience of working with young people in a one-to-one setting and groupwork. • Experience of work in a relevant field, such as youth work, youth offending, education, residential work or similar. • Experience of acting in a Lead Professional role. • Has experienced/trained in mediation. • Has experience/trained in return home interviews for children who go missing. • Experience of attending and contributing to multiagency meetings such as 'Team Around the Schools.' • Safeguarding/Child protection trained.		X	

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Qualifications / Registrations / Certifications			
• Good standard of education is required at least 5 GCSEs at A-C/Level 3 or equivalent. • Possession of an appropriate qualification in working with parents such as City and Guilds Work with Parents Level 3 or equivalent qualifications. • Evidence of work related to continuing professional development.	X		
• A level relevant Level 4 Qualification. • Undertaken training in Delivery Over-Come Abuse, Tuning into Kids/Teens. • Evidence of CPD commitment to own learning and development.		X	
Skills			
• Skilled in the use of electronic data base for case recording. • Sound communication skills, displaying sensitivity to families with complex needs. • Able to communicate effectively using a range of styles to ensure clarity and transparency in all interactions.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: April 2025