

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Prevention & Advice Coordinator	Grade: P01
Reports to (Designation):	Family Thrive Team Manager / Family Hub Manager	Grade: P04
Directorate:	Children & Young People	Section: Prevention & Family Advice

Main Purpose of the job:

Partnership development: This role is critical in the development of relationships with partner agencies to ensure there is strong collaborative working to achieve positive outcomes with families. The post holder will play a key negotiating and mediation role as well as providing information, advice and support to partners.

Prevention & Advice Coordinators will provide training and development in the use of Family Advice Record & Plans (FARPs) across the partnership, as well as providing support and facilitation of Team Around the Family meetings (TAFs) and the development of clear action plans with clarity of roles and responsibilities of all parties. Crucial to the role, is negotiation and supporting agencies in their work with families, building on the existing positive relationships in a child and family's life.

Key to the above is the tracking, monitoring and analysis of plans and data to facilitate improved practice across the partnership.

Front Door for Families The role is also critical in relation to providing high quality information and advice and ensuring that referrers and families are signposted and supported to access the most appropriate service and support the first time. Prevention & Advice Coordinators will also sit within the Front Door for Families, alongside Family Help & Care and other partners to provide advice and guidance when referrals do not meet Safeguarding thresholds and liaising with partners to ensure Family Advice & Family Information is in place.

Integrated Neighbourhood Working: As a part of this role you will be part of a team that works to support the implementation of a new neighbourhood-based service in Lewisham, including the development of a Family Hub approach. The neighbourhood offer will deliver the right support to families at the right time, joining up universal services, and Family Advice services including those delivered by LBL, commissioned by LBL and delivered by other agencies to improve outcomes for children and families.

Thrive Lewisham, Lewisham's Prevention and Family Advice Strategy: The Prevention & Advice Coordinator will support the delivery of Lewisham's Prevention & Family Advice Strategy: Thrive Lewisham, including supporting communities, partners and stakeholders in understanding the principles and objectives of the strategy and the i-Thrive framework.

Summary of Responsibilities and Personal Duties:

1. To ensure at all times that children and their families are at the heart of service provision and development across partnerships

Partnership development:

2. To develop, facilitate and coordinate working relationships and partnerships with a range of front-line staff and managers across Lewisham's Children and Young People's Services and partner agencies including schools, health, police, housing, and the voluntary and community sector to enable families to receive timely help and support, and supporting professionals in their use of the Family Advice Record & Plan
3. To coordinate multi agency support across services to meet the needs of vulnerable children, young people and families by providing information, advice and guidance to professionals working with families who may need Family Information and/or Family Advice, by being both **responsive**: providing information, advice and guidance to professionals when they request it and **proactive**: where families are identified as likely to be in need of Family Advice, making contact with professionals already working with that family - or who may know the family - to try and get help to them as quickly as possible.
4. Use negotiating and influencing skills to identify and enable different agencies to undertake 'lead professional's responsibilities, and provide advice, guidance and support to those professionals to undertake this responsibility.
5. This includes modelling the skills and attitudes that promote, and foster children, young people and family centered working and the development of trust between practitioners.
6. To provide training, guidance and advice to individuals completing FARPs and to act as a quality assurance agent, as well as delivery of FARP training to a broad range of audiences.
7. Responsible for attending multi agency meetings, such as Team Around Schools, where required, to advise /guide and consult on the FARP and to support in the identification of services that can contribute to the plan.
8. Design and deliver training and support to local practitioners to work as a multi-agency Team Around the Family (TAF).
9. To create and review guidance around TAF for practitioner use.
10. To be responsible for promoting the Family Information Service, Family Hubs and encourage use to support children's needs
11. Ensure seamless links are maintained with targeted and specialist services to ensure swift access to those services where appropriate, ensuring that any child identified as being at risk of significant harm is referred to Families First Contact Point.

Front Door for Families:

12. To be part based within the Front Door for Families, alongside Families First Contact Point and partner agencies, to provide advice and support to referrers ensuring that the right support is provided to families first time
13. To lead on providing Family Information & Family Advice to, Families First Contact Point (FFCP) to gather research from providers in Lewisham within the required timescales
14. To promote services offered by agencies in Lewisham providing Family Information and Family Advice services.
15. To triage referrals for Family Thrive or redirect to appropriate services at a Family Information and/or Family Advice level

Integrated Neighbourhood Working:

16. To be the lead contact for professionals within a locality seeking advice, guidance and support to ensure a coordinated response to families who are already in receipt of support from agencies, and who require a Family Advice and Family Information response following a referral to the Front Door, or following a request from partners such as schools, health professionals and police.
17. To build and maintain good working relationships with partners and other service areas to ensure improved communication and collaboration between agencies in relation to the development of the Integrated Neighbourhood offer and to develop appropriate pathways to support and plans around a child and family to ensure a coherent whole system approach.
18. Supporting parents, partners and members of the public by signposting to appropriate services to contribute to good outcomes for children and prevent escalation of need.
19. To promote services and resources in the area and across the authority to support children and families.
20. To contribute to the development of any neighbourhood allocation panels or processes to ensure improved performance and outcomes for children and young people within the area.

Thrive Lewisham, Lewisham's Prevention and Family Advice Strategy:

21. To contribute to the development of the i-Thrive framework for Family Advice in Lewisham, and the effective delivery of support to families.
22. To have a clear understanding of commissioned services and ensure that these are utilised appropriately to address the needs of families and identify gaps in provision that will inform the commissioning process and re-shape service delivery.
23. To ensure that case management, monitoring and statistical information regarding work is in place and ensure that progress of families is tracked efficiently, supporting partners to keep records as appropriate.
24. To analyse available data to provide impact and outcomes reports for children and identify any gaps in services to inform monitoring priority outcomes.
25. Develop communication channels and good working relationships with Family Advice and Family Information professionals in other local authorities, to support cross authority working

General requirements:

26. Undertake other duties, commensurate with the grade, as may reasonably be required.
27. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
28. All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
29. Assist in carrying out the Council's environmental policy within the day-to-day activities of the post.
30. To contribute to the development of key documents including performance frameworks, briefings, reports, and business cases.

Internal Contacts: These include representatives from across Council Departments who may be engaged with children and families, for example Family Help & Care, Adults Services, Housing, Youth Offending Service

External Contacts: This will include all partner agencies working with families eg, Police, Probation, Health Mental Health, voluntary sector as well as members of the public and other Local Authorities'

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title:	None	Grade	No of posts
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Number of partially managed staff: 0

Title:	None	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Prevention & Advice Coordinator

POST NO:

DEPARTMENT: Prevention & Family Advice

GRADE: PO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

- 1) Awareness of and a commitment to Equality of Access and Opportunity in a diverse community S1
- 2) Understanding of how equality and diversity relates to this post and the context of family support and early intervention. S2

Knowledge

- 3) Good working knowledge of current legislation and policy regarding safeguarding for children and families, and the legislative and national policy and guidance context for early help for children and families S3
- 4) A sound working knowledge of Safeguarding and Family Advice procedures, Family Help & Care thresholds and the Supporting Families agenda
- 5) Knowledge of the FARP and Team Around the Family process S4
- 6) Knowledge of the Data Protection Act 1998 and information sharing issues S5
- 7) Working knowledge of Microsoft Office, Outlook and case management systems

Aptitude

- 8) Able to build and sustain positive relationships with a wide range of stakeholders, including children, young people, parents, carers, voluntary and statutory groups
- 9) Ability to engage, empower, motivate and influence individuals and partner agencies S6
- 10) Ability to work flexibly across teams and agencies and challenge existing working practices
- 11) Able to produce concise and detailed reports
- 12) Ability to chair multi-agency meetings S7
- 13) Ability to deliver training to a range of audiences

- 14) A positive attitude to change
- 15) Ability to reflect on own practice and development
- 16) Ability to problem solve
- 17) Ability to work under pressure
- 18) Ability to resolve conflict

Skills (Skills can only be used as shortlisting criteria if the skill is to be tested)

- 19) Strong interpersonal skills, with the ability to negotiate effectively and influence practice development S8
- 20) Skills in using knowledge of legislation to support and improve practice of others
- 21) Ability to analyse and interpret data and present results S9
- 22) Excellent Communication skills both written and verbal.
- 23) Presentation/ training skills S10
- 24) Excellent problem solving and decision-making skills
- 25) ICT skills including Excel, Word and PowerPoint
- 26) Excellent time management skills and ability to work to deadlines, on own or with partners.

Experience

- 27) A sound career history and experience of working with families and children requiring early help support S11
- 28) Experience of working in a multi-agency environment - developing and maintaining relationships across services and supporting them to work together to achieve coordinated responses to children's needs. S12
- 29) Experience of working independently and setting own priorities.
- 30) Experience of assessing & analysing information about the needs of children and families S13
- 31) Experience of effectively promoting equality and diversity. S14
- 32) Experience of working in a diverse community
- 33) Experience of managing change within a multi-agency working environment, with front-line, middle management and/or senior management level
- 34) Experience of delivering training

General Education

- 35) A relevant professional qualification or NVQ Level 4 equivalent gained in setting associated with children or young people and families or Substantial professional experience of working with children, young people vulnerable adults and their families.

Personal Qualities

- 36) Willingness to take responsibility for personal and professional development
- 37) Willingness to work in different establishments around the borough as required.
- 38) innovative and creative to introduce new approaches to delivering children's services

Circumstances

39) Ability to work outside of normal hours e.g. early evening training.

40) Can travel to attend meetings in and out of the borough at short notice.

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post