

## Kent County Council

### Job Description: *Senior Early Help Worker (Open Access)*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Integrated Children's Services</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Children's Centre/Youth Hub Delivery Manager</b>

### **Purpose of the Job:**

To provide a high quality, effective and responsive service for all children, young people and their families, giving them encouragement to get involved in activities that complement and enhance their personal development from early years into education, training and employment. Additionally, more targeted support will be provided at critical times of a child or young person's development. The post holder will be required to work closely with Integrated Children's Services in their District and provide management support on behalf of the Youth Hub/Children Centre Delivery Managers as appropriate

### **Main duties and responsibilities:**

- Plan, design and deliver a strong early help offer through a diverse range of open access provision for children and young people across the 0-25 age range, but with a focus according to professional background on either 0-5, 6-11 or 12-25. This work may take in a range of different settings: buildings (e.g. Children's Centres or Youth Hubs), in schools or on the streets. Evening and weekend work will be an important part of an open access offer, as will the requirement for holiday programmes and residential opportunities.
- Encourage and support children and young people's engagement in informal education and positive activities, and maximising the use of KCC's resources.
- Work closely with colleagues across Integrated Children's Services as required to devise and implement interventions and programmes with young people and their families in various settings including children's centres, school, college, family homes, youth clubs and other relevant community facilities. Assess and balance risk, vulnerability and protective factors to safeguard and promote the welfare of young people and staff.
- Provide supervision to Early Help Workers, including volunteers where appropriate, to ensure that all staff are working towards improving and delivering high quality services
- Establish rapport and build a respectful, honest, challenging and supportive relationship with children and young people including those who may previously have had little contact with services and may be hard to reach. Communicate effectively to ensure that their views are heard, recorded accurately and, wherever possible, acted upon using a range of tools.

Promote the active involvement and participation of children and young people in the design, development and evaluation of their own plans as well as for new services

- Identify targets for improvement in line with the business priorities set out in Integrated Children's Services Strategies and Business Plans, designed to achieve excellent outcomes. Tie all work to observable or measurable indicators of success and take action to ensure progress of those indicators.
- Work with commissioned youth work providers, where applicable, to ensure a seamless provision of services across the district
- Share information about young people with other agencies in order to manage risks to others, to safeguard them and promote their welfare in line with the requirements of all relevant legislation.
- The post holder will be expected to work flexibly within a specific geographical area and across the 0-25 age range, including evening, weekends and during school holiday periods.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: Senior Early Help Worker (Open Access)

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Relevant degree or related Level 5 or above professional qualification e.g. Degree in Social Work, Foundation Degree in Youth Work, Diploma Level 5 in Youth Work, Post Graduate Certificate of Education etc and/or extensive experience</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Extensive experience of working within a Social Care,</li> <li>• Health or Education/Youth Work/Youth Justice</li> <li>• Experience of professional supervision and line management</li> <li>• Experience of working effectively in partnership within a multi-agency context.</li> <li>• Experience of budget and resource management.</li> <li>• Experienced and skilled in using Quality Assurance systems</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to lead, manage and motivate a team, including volunteers and wider partners</li> <li>• Ability to create a rapport and build relationships with children, young people and families</li> <li>• Consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner</li> <li>• Ability to develop creative approaches to resolve complex problems and to initiate effective evidence based interventions</li> <li>• Able to work on own initiative</li> <li>• Ability to travel on a regular basis between sites</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of Early Help and Prevention, and an understanding of relevant legislative and policy frameworks which impact on the service</li> <li>• In-depth understanding of child and adolescent development and parenting skills</li> <li>• Knowledge of accreditation programmes for children and young people, and experience of curriculum development and implementation.</li> <li>• Knowledge and experience of youth participation strategies and methods.</li> <li>• Sound knowledge and understanding of Safeguarding policies and procedures</li> <li>• Knowledge of relevant Inspection Frameworks</li> <li>• Knowledge of diversity and equal opportunities issues in relation to both staff and young people</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to use knowledge about different groups, races and cultures to inform service delivery and to understand the impact of racism and discrimination on children, young people and their families</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>

# Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows

## Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's Looked After Children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

## Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

## **Embedding Commissioning and Engaging Relevant Markets**

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

## **Managing Change**

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets