

Job Profile

Family Help Social Worker

Grade: Grade 8

Date created: May 2026

About the Job

- To work closely with children and their families, Family Help Leads, other staff within the Children's Services and partner agencies to provide support and protection for children in need and at risk.
- To promote a range of services which carry out statutory duties as required by legislation and guidance.
- To assess the needs of children, and their families to plan and implement suitable multi-agency interventions and service provisions to meet need and review outcomes.

This is what we need you to do...

- Build positive relationships with children and their families through direct work to ensure that their voices, wishes and feelings are heard.
- Provide a clear, accurate and holistic assessment of a child and their family needs in line with statutory and local guidance and in collaboration with the child, their family other agencies.
- Carry a case load of children and families in line with the experience of the Family Help Leads (social worker) and the organisational needs of the Family Help Lead function, including children in need, in child protection plans and children in care.
- Carry a caseload of children which will progress in number and complexity, and which meets the needs of the service.
- Develop SMART plans with children and their families to balance risk factors and needs to achieve outcome focussed interventions.
- Undertake direct work with children and families to achieve the outcomes in their plans.
- Prepare high quality reports for relevant meetings and to present them to a variety of other professionals.
- Attend Family Help Daily Decision Meeting to discuss and seek oversight of children with complex needs or at risk.
- Prepare high quality statements and paperwork which are concise, evidence based and informative for legal proceedings and be able to represent the child, families and the council in court and other settings.
- Update and maintain high quality case files on LiquidLogic ensuring that all key information about the child's circumstances and plans are recorded within timescales and comply with the Data Protection Act.
- Continue to monitor and review the progress of plans and outcomes for children and young people.
- Maintain up-to-date knowledge of legislation, statutory guidance, research and council policy and procedures to ensure our statutory responsibilities to children are met.
- Develop and maintain effective professional relationships with internal and external stakeholders.
- Build professional relationships with children and their families to safeguard children and promote positive outcomes.
- Respond in a timely manner to all contacts from children and young people.
- Maintain personal and professional development to meet the changing demands of the jobs, participate in appropriate training and development activities.
- Be accountable for own practice ensuring it is of high quality and reflect best practice.
- Support, promote and safeguard the welfare of children and young people.

Special Conditions

- This position is subject to an enhanced Disclosure and Barring Check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- The nature of this post requires flexibility to meet urgent work needs as they arise. This will inevitably entail work outside of normal working hours and locations across the county.
- The post holder must hold a clear and valid driving licence or have the ability to travel around the County.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Education & Qualifications

Essential

- MA/MSc/BA/BSc in Social Work or relevant Social Work England approved qualification e.g. DipSW, CQSW, CSS
- Social Work England registered.

Experience

- Experience of working with children, and their families.
- Experience of working in a social care setting.
- Experience of child protection and statutory childcare.
- Experience of Family Help assessment and management of risk to children within practice.

Knowledge, Skills and Understanding

- Knowledge of all relevant legislation and guidance
- Knowledge of recent Families First Partnership Programme Transformation in social care practice with children and families
- Have an understanding of child focussed approaches to practice.
- Have an understanding and knowledge of outcome focussed approaches to interventions.
- Understanding of how the family justice system.
- Knowledge of child development
- Knowledge of Family Help assessment guidance and process
- Ability to analysis and address complex family situations
- Effective assessment skills relating to work with children and families
- Effective verbal and written communication skills
- Ability to organise and prioritise workload in conjunction with line manager

- Ability to work as part of a Family Help Team and work alongside Family Help Leads
- Ability to communicate effectively and creatively with children
- Ability to work with staff and managers at all levels within the Family Help Teams

Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Undertakes all duties in a manner, which supports the council's equal opportunities policy, in relation to service users and staff, treating both groups with respect and without bias.
- Demonstrates adaptability, flexibility and transferable skills and carries out any other unspecified duties which are consistent with the grade and general characteristics of the post.
- Able to cope and function effectively when working in a pressurised environment.
- Emotionally resilient.
- Organised and able to meet tight deadlines.
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring shifts of priority.
- Takes others' views into account; actively listens to other's views and concerns and responds appropriately.
- Able to establish and maintain relationships at all levels.
- Promotes harmony and consensus through diplomatic handling of disagreement and potential conflict.
- Ability to work with and manage data.
- Ability to communicate effectively (verbally and in writing) with individuals and groups at all levels within and outside the organisation and to build positive working relationships.
- Ability to identify good practice and to celebrate appropriately.
- Ability to show initiative and take responsibility when necessary
- Provides effective leadership, demonstrating drive, enthusiasm and commitment, with a positive approach to change.

- Communicates skilfully and confidently, building relationships and maintaining engagement in complex, high risk or hostile situations;
- Takes an active and leading role in inter-professional and inter-agency work;
- Practices with a high level of responsibility and autonomy, subject to the constraints of managerial accountability;
- Plays a leading role in practice development which sustains a learning culture;
- Able to develop the necessary skills and knowledge required for the assessment and management of social work students.