

Job Profile

Family Help Lead – POS_20078

Grade: 7/8 Career Grade

Date created: May 2026

About the Job

The Family Help Lead plays a critical role in supporting children, young people and families with multiple and complex needs, working within a locality-based, multidisciplinary Family Help Team. The role focuses on delivering purposeful, strengths-based, whole family interventions to improve safety, resilience and long-term outcomes for children. The role is a central part of our multi-disciplinary Family Help teams.

- To work closely with children, young people and their families, other staff within the service function and partner agencies to provide support and protection as the Lead Practitioner for children and young people needing support under targeted early help and child in need or as a co-allocated practitioner for children supported through child protection.
- To promote a range of services which carry out statutory duties as required by legislation and guidance.
- To assess the needs of children, young people and families to plan and implement suitable multi-agency interventions and service provisions to meet need and review outcomes.

Grade 7

At Grade 7, the Family Help Lead will work primarily with families at Targeted Early Help threshold, undertaking Family Help assessments, planning and delivering coordinated interventions to prevent escalation and reduce the need for statutory involvement. The post holder will work closely alongside social workers and partner agencies, applying systemic and evidence-informed practice to support families to build on strengths, address identified risks and achieve sustainable change. There will be some expectations around being the Family Help Lead for children under child in need where this is appropriate for the family and the skills of the practitioner.

The Grade 7 role requires the ability to manage complexity, engage families for whom there are barriers to accessing services, and exercise sound judgement within agreed frameworks and thresholds, with access to regular supervision and guidance.

Grade 8

At Grade 8, the Family Help Lead will hold greater responsibility, working with families across Targeted Early Help and Child in Need thresholds. The post holder will be expected to manage higher levels of risk and complexity, contribute to statutory planning alongside

wider Family Help colleagues and with the oversight of social workers, and lead sustained, outcome-focused interventions where concerns may include neglect, domestic abuse, parental mental health or adolescent risk.

In addition, the Grade 8 Family Help Lead will:

- Mentor and support less experienced practitioners
- Take a lead role in specific areas of practice or development work
- Model reflective, systemic practice and high professional standards

Across both grades, the role is pivotal to reducing escalation, strengthening family resilience and ensuring that children are supported to remain safely within their families wherever possible.

This is what we need you to do...

Grade 7/8

- 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 and other agencies. To assess need using the Family Help assessment, coordinate and deliver interventions and work in partnership as part of a multidisciplinary team to ensure support to vulnerable families with multiple and complex problems.
- Carry a case load of children and families in line with the experience of the Family Help Lead and the organisational needs of the service function.
- Carry a caseload which will progress in number and complexity and which meets the needs of the service.
- Risk assess and review plans to build on identified strengths and address the risk of harm to achieve and maintain long term safety and wellbeing for children and young people.
- Develop SMART plans with children and their families to balance risk factors and needs to achieve outcome focussed interventions.
- To undertake direct work with children, young people and families in order to manage risk and achieve the sustained and positive outcomes identified in assessments and plans including through home visits and outreach support to children, young people and their families and at all times adhering to lone worker policy and assessing risks in all situations.
- To build supportive and empowering relationships with families, ensuring a Family-Led approach deliver a non-judgemental service that empowers and values the strengths, needs and views of the whole family.
- To ensure all appropriate records and data are maintained in a safe secure format, reports are accessible, concise and follow agreed procedures.
- 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.

- Act as an assertive Lead Professional for families with complex problems, providing holistic support across a range of settings, ages and levels of intervention.
- To deliver and support evidence-based intervention approach for families who have complex needs.
- Embed systemic practice in delivery in line with our practice standards.
- To develop and maintain strong professional links with a wide range of agencies/organisations within the statutory, non-statutory, community and voluntary sectors to provide a holistic service addressing the needs of the whole family.
- 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.

- To monitor and evaluate the impact of all interventions and provide all information required for the evidencing impact and outcomes.

In addition, a Grade 8 will:

- Work with families with greater complexity of need drawing on expertise and skills in complex intervention planning and delivery.
- Offer mentoring to new Family Help Leads including having an active role in their induction and probationary period.
- Undertake any development or project work as are required by the service.
- Take a professional lead in one or more specific areas as identified by the Family Help Team Leader.

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:

Experience:

Grade 7/8

- Significant experience of working with children, young people, families and communities and delivering a wide range of evidence-based interventions.
- Experience and understanding of applying safeguarding legislation and guidance.
- Experience of undertaking multi-agency assessments and plans.
- Experience of facilitating evidence-based parenting programmes

In addition, Grade 8:

- Extensive knowledge of working directly with families through assessment, direct delivery of interventions, managing complex risk and evidencing impact.
- At least 2 years' experience in a Family Help Lead role or similar and gained experience in at least five of the following areas of Family Intervention:
 1. Parenting Capacity and Parenting support
 2. Child Behaviour and Emotional Wellbeing
 3. Domestic Abuse and Coercive Control, Complex Couple Conflict.
 4. Substance Misuse (Parental or Adolescent)
 5. Parental Mental health
 6. Neglect
 7. Harm Outside the Home
 8. Adolescent risk-taking and Family Conflict
 9. School Attendance and Engagement
 10. Whole Family Assessment and Planning
 11. Systemic and Evidence-Informed Practice

Knowledge, Skills and Understanding:

Grade 7/8:

- Knowledge of relevant legislation and guidance.
- Knowledge of recent developments in Family Help and prevention practice with children and families.
- Knowledge of and an ability to undertake a range of interventions that support positive outcomes for children, young people and their families.
- Knowledge and understanding of child development and attachment across the age ranges.
- Knowledge of the services available to families across public, private and voluntary sector and the ability to access new information on these services.
- Ability to establish and maintain strong and trusting relationships and boundaries with vulnerable families and professionals.
- Working knowledge and the ability to recognise the range of factors that can affect parenting capacity and increase the risk of abuse, e.g. domestic abuse, substance misuse, mental health.
- Working knowledge and understanding of a range of effective communication skills to support engagement of children, young people and their families.
- Understanding of evidenced based practice and the ability to apply this to inform practice.
- 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 team.
- Ability to communicate effectively and creatively with children.
- Ability to work with staff and managers at all levels.
- Demonstrate good practice in understanding of identity and diversity.

In Addition, Grade 8:

- Extensive knowledge of Child in Need Practice and statutory requirements of supporting families at this threshold and ability to translate this to practice.
- Skills at supporting colleagues and less experienced professionals in developing their practice.

Behavioural attributes:

Grade 7/8

- Able to cope and function effectively when working in a pressurised environment.
- Emotionally resilient.
- Non-judgemental and caring attitude.
- Demonstrates Gloucestershire Leader/Employee Behaviours.

Education & Qualifications

Essential

Grade 7:

- Level 3 qualification or equivalent relevant to the field of children and families
- Competent IT skills – use of Microsoft Office (excel, word outlook), search engines and websites, and a range of electronic databases and case management systems.
- Experience of working with children, young people, families and communities and delivering a wide range of interventions.
- Experience of undertaking whole family assessments and working with multi-agency assessments and plans.
- Experience of whole family working and the Family Intervention Model

Grade 8:

- Level 4 qualification or equivalent (or willingness to work towards)
- Competent IT skills
- Extensive experience of working with children, young people, families and communities and delivering a wide range of interventions.
- Experience of undertaking whole family assessments and working with multi-agency assessments and plans.
- Experience of whole family working and the Family Intervention Model.

Behavioural attributes

- Demonstrates Gloucestershire Leadership / Employee Behaviours.
- Emotionally resilient and able to demonstrate commitment and confidence and enthuse others.
- Empathetic, approachable.

Special Conditions

- The post-holder will be required to work outside office hours and at weekends.
- This position is subject to a DBS (Disclosure and Barring Service) check.
- You need to be able to travel across the county in line with service need
- When visiting families at home, there may be exposure to secondary smoking, poor hygiene standards, substance misuse equipment and animals.

Hybrid working arrangements are available for this role, giving teams the opportunity to work in a way that suits them, balancing service need and individual choice, with a mix of both remote and office working. In this role there will be occasions where you may elect to undertake evening or weekend working as this best meets both your needs and the needs of the families and children you support. In this instance if hours are worked above your contractual hours you will be able to accrue time off in lieu (TOIL) subject to prior agreement with your manager.

Please note however that there will also be occasions where the needs of the families and children you support are such as to require you to undertake out of hours working at a weekend or during an evening and in that instance payment will be made as per the Council's Additional Payments Policy subject to prior agreement with your manager.

