



<b>JOB TITLE:</b>	<b>Key Worker (Together for Families)</b>
<b>DEPARTMENT:</b>	<b>Neighbourhood Services</b>
<b>RESPONSIBLE TO:</b>	<b>Neighbourhood Services Manager</b>
<b>PURPOSE OF THE JOB:</b>	Supporting the Head of Neighbourhood Services and Neighbourhood Services Manager in the delivery of Cornwall Council's 'Together for Families' (Multi-agency, European Funded) Programme; providing support to eligible families to improve their lives through the Programme.
<b>CONTACTS:</b>	The post holder will be in daily contact with customers, staff as well as regular contact with the Local Authority, Adult and Children Services. Mental Health Team, Drug and Alcohol support agencies, Police, Education, Safeguarding boards, Domestic Abuse Services, Jobcentre Plus, Anti Social Behaviour team, public health and wellbeing services, other partners associated with the together For Families programme and volunteer agencies.

#### **Overall Purpose and Responsibilities**

1. Supporting both the Tenancy Sustainment Co-ordinator, New Tenancy Support Advisor (Smart Tenants) and Neighbourhood Services Manager in the delivery of services to eligible families.
2. Ensuring meaningful participation with families to engage with a wide range of agencies/initiatives to successfully sustain their individual whole family support plan.
3. Promoting this new service to a wide range of agencies across Cornwall and actively promote multi agency working to deliver positive outcomes.
4. To lead on the delivery of the Together For Families (TFF) Programme to improve outcomes and reduce the risk of potential homelessness with complex needs across Cornwall, which aims to achieve the following core objectives:
  - Support adults into work or work programmes
  - increase school attendance and reduce exclusion rates
  - reduce crime and anti-social behaviour
  - reduce cost to public services over time

5. Ensure any Safeguarding concerns are acted upon promptly by making the required referrals and record and challenge where necessary.
6. Co-ordinate and engage a wide range of services to meet the individual needs of customers and the family.
7. Ensure the meaningful participation of families and assertively engage hard to reach families, building a supportive relationship with the family.
8. Keep clear, accurate and up to date records on agreed systems, ensuring compliance with Data Protection and information sharing protocols.
9. Provide the responsible manager with accurate, timely progress reports on support plans, highlighting any actions not achieved or achievable.
10. Assertively engage with communities by:
  - Engaging with our local communities
  - Improving proactive and effective partnership working
  - Finding solutions to improve health and wellbeing

### **Specific Responsibilities**

1. To promote the service provision to a wide range of agencies.
2. Identify customers/families who maybe eligible/benefit from the service, ensuring intelligence and information is gathered to evidence eligibility of the TFF programme requirements.
3. To provide effective, efficient and targeted assertive outreach to engage families and work with them to achieve relevant outcomes:
  - improved budgeting knowledge and skills
  - Tenancy sustainment – including supporting those not working or in education to move towards employment and reduce reliance on benefits
  - Move away from crime and anti-social behaviour
  - Support families to lead safer lives
  - Improvements in mainstream school attendance
4. Effectively manage caseloads, keeping all case files up to date, meaningful, engaging and empowering to customers.
5. Ensuring information on casework is shared with the relevant Neighbourhood Services Officer to ensure effective knowledge transfer and sharing. Ensuring case activity is recorded in the Housing Management Database as well as records for TFF.
6. Excellent IT skills to keep computerised statistical information on care objectives and targets for the service, analyse this data and produce high standard reports for senior managers.

7. To support families through the TFF programme by undertaking a whole family assessment, where one does not already exist to facilitate a family outcome plan process, agreeing appropriate, achievable and realistic targets and outcomes.
8. To coordinate, engage and lead on multi-agency meetings to ensure other key agencies offer appropriate support to the family, ensuring meetings are recorded and actions noted and followed up.
9. Ensure meaningful participation of families in the key process of assessment, planning and review, and in decision making, also facilitating engagement to shape the TFF programme delivery.
10. Empower family members to take positive action and assertively challenge unhelpful behaviour, whilst ensuring professional boundaries are always maintained.
11. Check all available data and risk registers to ensure personal safety at all times, engaging in joint visits where relevant and approved.
12. Promote data sharing consent as required by the TFF programme.
13. Use a wide range of techniques and tools, and plans to identify and prioritise the family plan.
14. Work with identified families to understand and overcome barriers to engagement and positive, empowering and individualised positive action.
15. Support families to meet those agreed outcomes within required time scales, making referrals as appropriate.
16. Facilitate six weekly reviews of the plan with the family and relevant agencies promoting sustainability for the whole family and working towards their independence from the TFF programme.
17. Ensure transfer and exit plans are in place and agreed with families in order to achieve agreed outcomes.
18. Develop and deliver a comprehensive family plan alongside the family and work closely with partners to assist families to re-engage with mainstream services.
19. Undertake training as required to fulfil the role.
20. Provide regular updates to the Neighbourhood Services team and others as required and in a timely manner.
21. Ensure compliance with and promote Ocean Housing Safeguarding Policy.
22. Undertake presentations to promote the TFF programme.
23. Develop and shape best practice service.

**Performance will be measured by:**

1. The degree to which personal objectives and targets are achieved and met.
2. Ensuring transfer and exit plans that are in place and agreed with the family have achieved the agreed outcomes and the family no longer requires the level of support.
3. Families have re-engaged with mainstream services.
4. Satisfaction expressed by customers in respect of the TFF programme.
5. Effectiveness of joint partnership working with other teams and agencies.
6. Effective management of case load and ensuring other lead agencies work to a shared goal.
7. The success of outputs against the programme objectives.

**General**

- 1 To ensure health and safety considerations and lone working arrangements are applied and lone working devices are routinely used.
- 2 The post holder will be expected to comply with the Company's policies, procedures and initiatives relating to equality and diversity and health and safety and safeguarding.
- 3 The post holder will be expected to promote the Company in a positive manner at all times.
- 4 The post holder will be expected to be flexible regarding working hours.
- 5 The post holder will be required to transport themselves on business around the county.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

**I accept that this job description is a fair description of the job I have applied for.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print:** \_\_\_\_\_