

Job Family:	Delivery – Front Line – Process knowledge	Grade:	7
Job Title:	Restorative Family Coach	Directorate:	People
Date:	November 2018	Version:	1:1

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems, within a restorative practice context. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements. Flexibility is crucial to adapt to individual families needs and requirements.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

Brief Description of job role and department

The Restorative Families Team form part of the Integrated Early Help Service and perform a key role in meeting the needs of families requiring additional support, and ensuring that these families receive appropriate and timely interventions to prevent their issues escalating. The team will also support Restorative Processes throughout the service, including those receiving statutory involvement.

The work of Restorative Family Coaches is underpinned by the principles of Restorative Practice:

- Accessibility
- Neutrality
- Voluntarism
- Restoration
- Safety
- Respect

Coaches will work alongside children, families/carers and the multi-agency professional network to promote children’s welfare and help families to identify and achieve the best outcomes possible for their children and young people. This is in line with delivering a

successful and sustainable Troubled Families approach of whole family working

Restorative Family Coaches will work flexibly to provide bespoke packages of support to meet the needs of children, young people, families and both internal and external professionals.

The caseload and day to day work will be varied, and include 1:1 and small group work with children, young people and their families both in the home, community venues and LBS sites; delivery of parenting and behaviour management support; delivery of specific programmes and group work; undertaking Early Help Assessments and acting as Lead Professional; support around housing and debt; work to improve school attendance; supporting placement stabilisation meetings through the use of restorative practices; and the delivery of formal and informal restorative processes including statutory and non statutory Family Group Conferences

Representative accountabilities

- Deliver service activities and manage small caseloads under the supervision of more experienced staff to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Where relevant manage a small team of staff to ensure they are delivering services within agreed standards.

Budgetary accountabilities

- Responsible for small budgets in accordance with the delivery of specific projects and or tasks

Specific accountabilities

1. To act as a key delivery agent of restorative practice across the organisation, including undertaking all necessary work to prepare children and families for participation in a restorative process (including both direct and indirect processes and FGC) and facilitating processes where required.
2. To hold a mixed caseload, provide and coordinate intensive and structured support and intervention to families; to promote children's welfare and help parents to achieve better outcomes for their children, within their homes and communities.
3. Lead and carry out high quality evidence based Early Help assessments, develop and implement high quality Early Help Support plans with families that are outcomes focussed and designed to secure the best outcomes for children and young people.
4. To provide specific support to Looked After Children during placement stabilisation meetings, including work to ensure their voice is heard, restorative work to prepare for the meeting and advocacy during the meeting itself.
5. To work directly with children, their families and schools to improve school attendance for children missing education, those with persistent poor attendance or any child identified by the Troubled Families Programme as not making sustained significant progress towards an attendance rate of 90% or above.

6. Proactively and assertively engage and support the most vulnerable and challenging children, young people and their families to strengthen the family and improve their outcomes, develop their resilience and reduce dependency upon specialist services
7. To deliver specific group work and training programmes within schools or community venues to support transitions, emotional wellbeing and other programmes as necessary to meet the needs of identified cohorts of children and young people
8. Provide written reports and evidence of the work undertaken in accordance with departmental needs. Maintain clear, accurate records using a range of applications and packages that are timely and in line with agreed protocols.
9. To act in an advisory capacity to internal and external professionals to support the application and delivery of restorative practice across the borough
10. To provide direct parenting support including 1:1 support within family homes, and group programmes and courses
11. To take cases allocated via the Early help triage process, including those where the needs are currently unknown

Person specification (knowledge, skills, experience and behaviours required in the role)

- A recognised professional qualification in keeping with the specific service area at level 3 or above
- An ability to engage with and advocate for vulnerable children, young people and their families, working in an open and transparent fashion.
- To have excellent communication and engagement skills, with a proven track record of building effective and meaningful relationships with children and young people, parents and professionals using a range of approaches
- A proven track record of achieving good outcomes for children, young people and their families in a family support, coaching, restorative practice or youth engagement role.
- A commitment to working restoratively with children and families, and experience of applying these approaches. Skilled in recognising the best approach to take, and correct time and place for applying restorative processes
- Experience of completing timely assessments, compiling SMART plans and executing these in order to address the needs of children and young people.
- Experience of working in an Early Help/Troubled Families service, and a proven ability to apply holistic, whole family working principles

- Demonstrate skills that promote the role of children, young people and parents in the planning and formation of services to meet their needs
- Able to model skills, attitudes that promote and foster children, young person and family centred working and the development of trust with partner agencies.
- High level of influencing and negotiation skills, ability to manage and engage stakeholders, and ability to track progress of interventions, assessing impact as well as challenging management when necessary and appropriate.
- Evidence of a proactive work ethic and the ability to adapt working styles and practices according to service need, whilst balancing competing and changing work priorities.
- Experience of direct work with children and families including group work and an ability to use a range of tools and resources to support this work.
- Experience of working in a multi-agency context and an ability to advocate on behalf of families and broker support from partner agencies.
- Experience and evidence of dealing with safeguarding issues commensurate to role and responsibility.
- Understanding of current legislation and policy regarding safeguarding for children and families, and the legislative and national policy context for early help for children and families.
- Excellent IT, data management, written, analytical, and presentation skills and time management skills to meet strict deadlines.
- To be able to work flexibly across the week including evening and weekend working