

Post Specification

Date	March 2026
Post Group Number	8999
Post Title	Family Help Worker (Early Help Worker) Level 3
Job Family	People Care and Development
Job Family Role Profile	PCD8ii
Final Grade	9

To be read in conjunction with the job family role profile

Service Area description

The post sits within the Family Help and Localities service area and is located in the Children and Families directorate.

Purpose of this post

A Family Help Worker (Early Help) in the Family Help team provides early intervention that is timely, practical, and relationship-based to support families to prevent issues from escalating to statutory services and to promote children's safety, stability, and wellbeing. They work alongside families and partner agencies to identify needs early, build on strengths, and empower families to make sustainable positive changes.

Key job specific accountabilities

To work with children, young people and families ensuring professional, respectful and honest relationships with all family members are built and maintained, to develop trust and assist in, safeguarding children and promoting positive and timely outcomes.

To undertake assessments of the need of children and families to identify/ monitor progress and inform a plan to address the identified issues, ensuring assessments and interventions are child-centred, evidence-informed, and outcome-focused.

To ensure that the voice of children and young people is heard and informs assessment and direct work.

To work and evidence therapeutic direct interventions with children and young people, who have complex needs, their parents and carer/s in accordance with the agreed plan.

To undertake outreach work, providing support for families and children, including home visiting, and where required, coordinating work as part of the team around the child.

To work alongside Family Help and Children's Services teams to offer an integrated service which ensures families are receiving the appropriate support and a continuity of practitioner.

To support the engagement of families and delivery of services within the Family Help team.

Promote multi agency and integrated ways of working, making onward referrals for specialist support and interventions, where appropriate.

To ensure accurate, timely recordings on the child's individual file, analysing and reflecting on the child's progress, in line with practice standards.

To identify and swiftly respond to indications of significant harm.

To contribute to the targets to reduce the number of cared for children, children on child protection plans and children on child in need plans.

To be able to identify when other specialist services need to be engaged to support an intervention, and when support is no longer required, maintaining efficient throughput for the team and ensuring that families are engaged in the right services at the right time.

To represent children's services at multi-agency meetings when required.

To build effective partnerships to deliver services flexibly across the organisation (as governed by service need) and within homes, schools or community settings where required.

To maintain own continuous professional development.

To conduct all work in accordance with Cumberland Council's Equality and Diversity policy and in a non-discriminatory and anti-oppressive manner.

To adhere to Cumberland Council policies on confidentiality and information sharing giving due to consideration to the protection and well being of the child as paramount.

Contribute to Cumberland Councils emergency planning activity in a time of crisis.

Support Cumberland Council's core values and corporate standards.

Undertake such other duties and responsibilities commensurate with the grading and nature of the post.

Ensure that the Service is at all times pursuing good individual relations and fair personnel, health and safety, equal opportunity and management practices. To take reasonable care of your own health and safety.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	N/A
Staff Management Responsibilities	N/A
Other	N/A

Essential Criteria - Qualifications, knowledge, experience and expertise

NVQ 3 or equivalent in a relevant professional area, social care, education, NNEB, child care.

Experience working with children and families 0-19 up to 25 with SEND.

Knowledge of current relevant national policies, statutory guidance and legislation in respect of children and young people including child protection.

Understanding of working with drug, alcohol, domestic abuse and mental health issues.

Knowledge of attachment theory and behaviours.

Understanding of Equality and Diversity issues.

Knowledge of the impact of loss and trauma on children and young people.

Experience of working with other agencies and partners to improve outcomes for children and young people.

High level of interpersonal skills.

Ability to communicate at all levels with effective concise, relevant and accurate material both written and verbal, to meet the individual needs of children and young people and their families.

Ability to assess, complete and review a needs led child's plan.

Confident in working independently and managing a caseload.

Ability to prioritise and manage work effectively to reach agreed timescales and deadlines.

Ability to deal with difficult, sensitive, emotional and stressful work.

Ability to risk assess and respond to a range of situations.

Ability to work within settings and the community independently.

ICT competent in using Microsoft Word, Excel, Email and Internet.

Good observation and active listening skills.

Ability to manage confidential information.

Ability to work on own initiative and as part of a team.

Professional integrity, reliable, consistent, adaptable and resilient.

Ability to motivate and develop others.

A willingness to commit to ongoing professional development and training.

Ability to show empathy and understanding of other views.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands	Working with people who may be distressed Role often deals with distressing situations for the young person Supporting people in crisis
Physical Demands	N/A
Working Conditions	May experience abusive and / or aggressive behaviour

Other Factors

- Requires the ability to travel around designated area to undertake duties
- Flexible working hours to ensure the needs of our families are met including some evening and weekend work.