



**Cumberland
Council**

Post Specification

Date	March 2026
Post Group Number	8998
Post Title	Family Help Support Worker
Job Family	People Care and Development
Job Family Role Profile	PCD7
Final Grade	7

To be read in conjunction with the job family role profile

Service Area description

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

Family hubs are a place-based way of joining up locally in the planning and delivery of family services. They bring services together to improve access, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family support, offering a one stop shop for families.

Family hubs deliver our Best Start in Life offer and will provide support to families from conception to the age of 19 (or up to 25 for those with special educational needs and disabilities (SEND))

Purpose of this post

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

Family hubs are a place-based way of joining up locally in the planning and delivery of family services. They bring services together to improve access, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family support, offering a one stop shop for families.

Family hubs deliver our Best Start in Life offer and will provide support to families from conception to the age of 19 (or up to 25 for those with special educational needs and disabilities (SEND))

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 deliver time-limited, structured interventions with children or parents, as identified in Early Help Plans led by other professionals.

To support families with presenting issues, this may include supporting parents and carers with practical help and guidance and early intervention to improve wellbeing and outcomes, empowering families with the skills and resilience they need to thrive.

To provide hands-on help in homes or schools to improve family stability and routines including helping families to attend appointments.

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

To deliver evidence based interventions with children and young people, their parents and carer/s in accordance with the agreed plan, including Parenting support programmes.

To support completion of forms or accessing services (e.g. food banks, housing applications, parenting groups).

To promote engagement with community resources, youth activities, or parenting support groups.

Attend team meetings, briefings, and reflective practice sessions.

To identify and swiftly respond to indications of significant harm and follow safeguarding procedures.

.

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.

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

To maintain own continuous professional development

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	
Level 3 qualification in Childcare, Health & Social Care, Youth Work, or equivalent experience. Safeguarding training (or willingness to undertake). 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 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 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 may sometimes deal with distressing situations for the young person
Physical Demands	N/A

Working Conditions	N/A
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.	