

## Job Description

Job title	[Family Group Conference Coordinator
Directorate	[PEOPLE : Children and Adults
Division	[Provider Services
Range	[MPR 3
Reports to	[Family Group Conference Team Leader

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### Main purpose of the job:

[To convene Family Group Conferences in accordance with Nationally Accredited Framework of standards for FGC Projects, to enable families to be involved in decision making and planning. In particular, ensuring that the FGC Co-ordinator role is neutral and independent of all other decision- making for the child. |

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

[Liaise with stakeholders in a way that promotes the [vision and values](#) of the service. |

### Accountabilities and outcomes:

[Liaise with families identified by Children’s Services as requiring the service, to plan and facilitate Family Group Conferences (FGC) in order to bring together the planning needs of children, young people, wider family, the Local Authority and other agencies.

To maintain systems relating to the performance of the service for families and provide information and data as required for senior management and line management to ensure effective evaluation and continuous improvement.

Negotiate the involvement of family members during the FGC process, starting from the premise that all of the family network should be invited, ensuring a risk assessment is undertaken on any family members who pose a risk to themselves or others or is likely to have a detrimental impact on the FGC process, for which appropriate action will be taken.

Undertake all relevant organisational activities that meet FGC objectives and outcomes which will include arranging conferences (including refreshment and travel) and any associated meetings, correspondence and note taking.

Support families to develop their own family plan which demonstrates the SMART objectives (Specific, Measurable, Attainable and Relevant), ensuring these are written to a high standard and can be shared with family agreement in any ongoing legal proceedings.

Work in partnership with families, referrers and service providers, e.g. school staff, health visitors, housing and mental health workers to support families in making plans that reflect the wider needs of the child and young person whilst also taking account of the cultural and diversity needs of the family.

Adopt flexible working whilst maintaining appropriate boundaries in provision of support, advice, and conflict resolution to families.

Maintain appropriate written records of work with families which meet Medway's Information Governance policy and standards ensuring contact recording reflects the child's journey and enables the child to understand the decisions made for them.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.

- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'. ]

### Organisation:

This role reports to the [Family Group Conference Team Leader]

[The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.]

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. ]

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- GCSE in English and Maths or equivalent (min grade 5)

#### Level B (in addition)

- NVQ3 or equivalent in relevant professional area, such as social work, teaching, mediation, youth work etc.

#### Level C (in addition)

- NVQ4 in Working with families with multiple and complex needs.
  - Evidence of continuous professional development. |
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### Knowledge

#### Level A

- An awareness of technical/specialist/policy and procedural knowledge relevant to children, young people and families.
- An awareness of, and sensitivity to, the needs of vulnerable children and their families.
- An awareness of safeguarding procedures for children and young people.
- An awareness of equality and diversity principles.

#### Level B (in addition)

- An understanding of legislation, policy and practice developments relevant to children, young people and their families.
- An awareness of the Nationally Accredited Framework of standards for Family Group Conferencing.

#### Level C (in addition)

- Extensive and demonstrable knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce that risk.
  - A detailed understanding of relevant legislative and policy frameworks which impact on the service.
  - Knowledge and understanding of safeguarding procedures for children.
  - Knowledge and understanding of equality and diversity principles and relevant legislation and obligations. |
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### Experience

#### Level A

- Experience of working with vulnerable children, young people, and families in the public, private or voluntary sector
- Willingness to be trained in Signs of Safety.
- Experience of using IT to manage and track data and reports.
- Experience of undertaking risk assessments which lead to effective safety planning.

### Level B (in addition)

- Demonstrable experience of thoroughly analysing information, and considering alternative solutions, adapting to new ways of working where necessary.
- Experience of working with disadvantaged or vulnerable groups.
- Experience of undertaking direct work with children and families.
- Experienced in undertaking minutes at case meetings.
- Experience of developing supportive relationship.

### Level C (in addition)

- Experience of producing high quality written reports.
- Experience in engaging with difficult to engage families and effecting change for children experiencing complex abuse or neglect.
- Experience of deputising for Family Group Conference Team Leader by assisting with case allocations and offering case supervisions.
- Extensive experience of working within Social Care, Health, or Education/Youth Work/Youth Justice/Children's services
- Extensive experience of working with children, adolescents and/or parents who experience trauma and bringing about positive change in their lives.
- Experience of coaching or mentoring staff who work within children's services.
- Experienced and skilled in using Quality Assurance systems and digital case management systems. |

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## Skills

### Level A

- Proficient in the use of Microsoft Word, Excel, and Outlook
- Ability to work effectively under pressure, managing time and workload effectively.
- Ability to build rapport and relationships with children, young people, and their families.
- Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.
- Ability to work within defined procedures and can work independently, using initiative to deal with straight forward situations.
- Ability to carry out tasks which impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.
- Ability to work effectively as part of a team.
- Ability to appropriately handle confidential and sensitive information.
- Ability to travel on a regular basis between different locations.
- An awareness of, and sensitivity to, the needs of vulnerable children and their families.
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### Level B (in addition)

- Ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans.
- Ability to work with a wide variety of people at all levels.
- Ability to take a proactive approach towards helping others.
- Ability to access support from external agencies.
- Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs.

### Level C (in addition)

- Ability to offer support to colleagues in the absence of the Team Leader when dealing with complex emergencies with the guidance of the Service Manager.
- Ability to respond to emergency situations with an ability to proactively negotiate alternative care arrangements in a sensitive manner with children who would otherwise be accommodated by the local authority.
- Excellent communication and networking skills, with experience of adapting services, where possible, to meet family needs.
- Able to take the initiative to work proactively with other agencies in the interest of offering stability to children at risk of being accommodated.
- Flexible in your approach to offering support to families.
- Able to present complex/sensitive information in an understandable way, to a range of audiences. |