



Role Profile

Family Worker
People Directorate



SWINDON
BOROUGH COUNCIL

Role Profile: Family Worker	Role Profile Number: SBC_10181
Directorate: People	Reporting to: Family Coordinator
Grade: CFL 7	Date Prepared: July 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The Family Worker works with children and families who have been assessed as being at risk and to provide an intensive and extensive support programme in order to prevent family breakdown and/or escalation to statutory social care services.

The Family Worker works with children and their families, providing a range of individual and family work packages, individually tailored to suit the needs of the family. You will also be involved in assessment and planning.

The complexity and nature of the role and responsibilities will develop as the post holder becomes more experienced.

You will also be involved in delivery of a range of group work programmes for children and parents.

Our work involves close liaison and joint work other service providers as part of an integrated service for children and their families

Key responsibilities and accountabilities:

- To provide appropriate support to address plans for children and families identified as meeting the criteria outlined in the Early Help Assessment and Plan or Statutory Assessment, working with assigned lead professionals as appropriate.
- Where appropriate and assigned by the Family Service Coordinator, to take the lead role on specific aspects of support with individual children and/or their families.
- To work with children, young people and families to provide practical, personal and emotional support, to meet their needs and to have a positive impact on their lives. This will involve using a range of evidence based interventions including: parenting support and programmes, restorative practice, positive activities, family mediation, whole family approach and practical and financial advice and support.
- To encourage and support parents in contributing to their children's development and improving their outcomes. This may be achieved through formal parenting programmes as well as individual support. This requires a respect for family cultural differences and diversity
- To work actively with parents/carers and other family members in encouraging positive parenting and in promoting positive family life within the local community.
- Creatively use activities, tools and skills to empower families to articulate their aspirations, develop plans for their lives and make these plans real; identify strengths and also issues and vulnerabilities that they want to work on; and build new capabilities.
- To develop and support community initiatives with other agencies

- To deliver and/or contribute to a range of group work programmes
- To consult and involve children, young people and families in all assessments, support and care plans and service development
- To maintain accurate, concise and up to date records as required under the department's guidance and regulations.
- Share information and contribute to statutory assessments as required working within the legal framework for child protection and safeguarding and for vulnerable adults.
- To undertake duties during flexible working hours that meet the needs of children and families such as evenings and weekends within the post holder's normal working/contractual hours
- Contribute to a professional service that safeguards and promotes the welfare of vulnerable children, young people and families within their local and wider communities.
- Work closely with the Operations Manager and Co-Ordinators in developing new and innovative ways of working to improve outcomes and work with children, young people, parents and communities to support their input into the design, delivery and evaluation of services.

Supplementary Accountabilities

- To advocate on behalf of Children and families
- To contribute to the development of mentors and volunteers

Managerial

- N/A

Professional

- Developing and maintaining effective relationships and communication with internal and/or external service users
- To work in partnership with a range of professionals across Children, Families and Community Health and other agencies to meet the needs of children and families
- Team members; wider children's services teams

- Colleagues from across the authority
- Schools, voluntary and other outside organisations
- Wide range of groups and organisations from which to canvass support for volunteers

Decision making:

- The post holder will report for supervision to their Family Service Co-Ordinator, and through supervision will receive guidance on decisions relating to their work.
- The post holder must always respect the 'rights' of children, young people and families to be fully involved in the decision making process.
- Decisions about child protection and safeguarding matters.

Creativity and innovation

- To be able to work flexibly to meet the needs of children, young people and families.
- To be able to identify effective methods of engaging children and families.
- Prioritise and manage workload using a wide range of strategies.
- Working in partnership with other agencies to support the individual needs of the child, young person and family

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
Recognised qualification in a relevant field i.e. family work, social care, housing, youth and community or an ability to demonstrate recent, relevant and substantial experience working with young people and their families	E
Knowledge and Experience:	
- General working knowledge of relevant legislation, guidance, policy, procedures and working knowledge of good child development and care practice. - Thorough knowledge and understanding of safeguarding - Knowledge of assessment and planning for children and families - Proven experience of using a variety of approaches to encourage initial and sustained engagement by families including assertive outreach, persistence, motivation and empowerment. - Experience of working with issues of conflict and confrontation and an ability to diffuse difficult situations - Understanding of the complex and changing nature of relationships	E E E E D D
Aptitudes, Skills and Competencies:	
- Knowledge and ability to work within a local community of diversity and diverse needs. - Computer literate and working knowledge of relevant IT software packages - Ability to prioritise your work and meet deadlines	E E E

• Ability to build effective relationships with children, young people and families in the community to ensure that all health, educational, emotional, physical and social needs are met.	E
• Ability to work autonomously and as part of a team.	D
• Ability to handle complex and challenging situations.	D
• Ability to attend and contribute to relevant meetings to ensure the best possible outcomes.	D
• Ability in both written and verbal communications.	E
• A genuine desire to work closely with and support families that need support	E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

