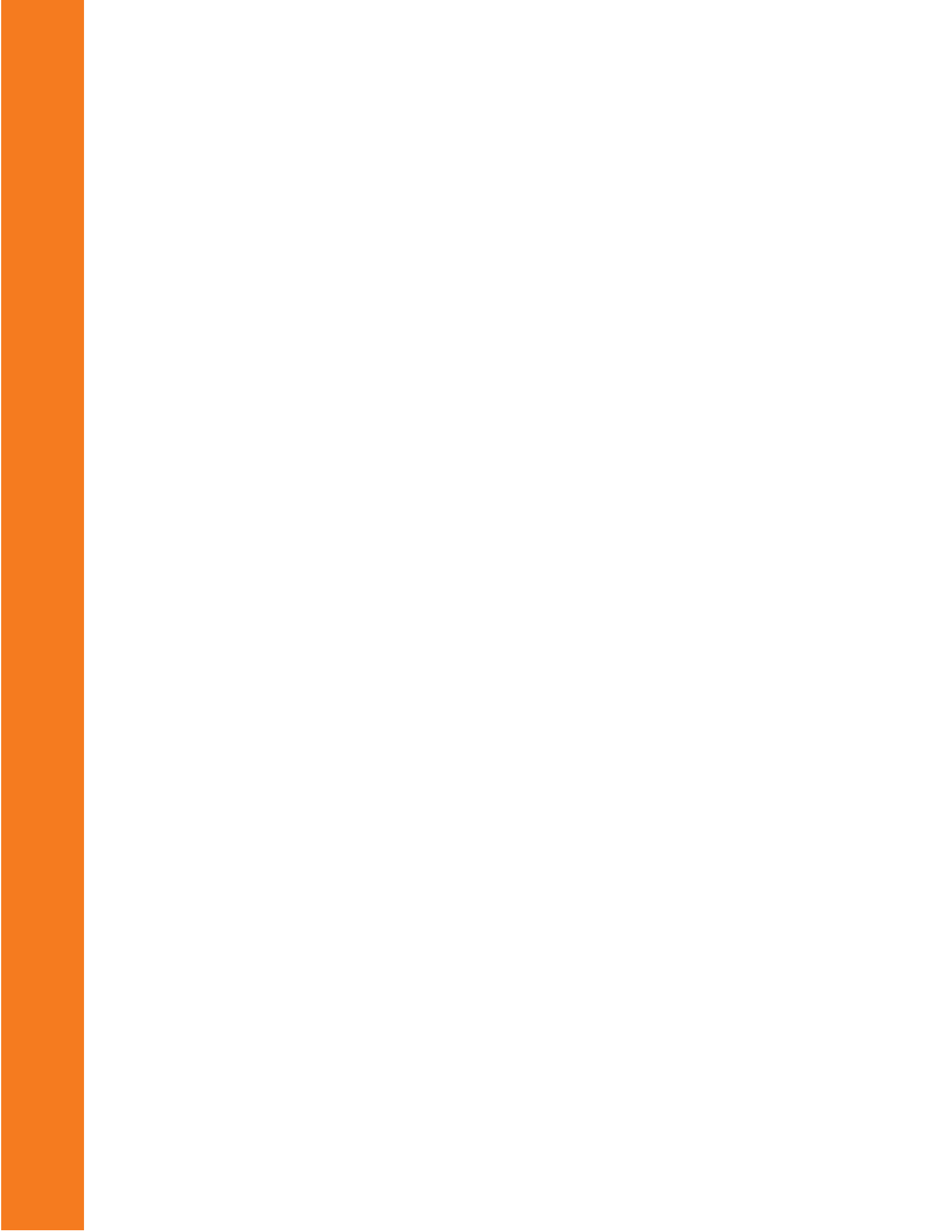






Role Profile

Role Title: Family Intervention Worker (STARS)

Directorate Children and Families

Role Profile: Family Intervention Worker	Role Profile Number: SBC_11049
Directorate: Children and Families	Reporting to: STARS Coordinator and IAS Service Manager
Grade: CFL 7	Date Prepared: 6/10/26

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.

 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, residents and community.	 We Act with integrity, accountability and purpose.	 We Learn from data, feedback and experience to keep improving.
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Purpose:

The STARS team (Edge of Care Team), work intensively with families where there are children aged 10-18years, where there is an imminent risk of the child or young person entering care.

The service will also support children currently in care and their families, where there is an identified plan for the child to return and be reunified home.

The specialist team are dedicated to supporting families to stay together when it is safe and appropriate to do so.

The team are be made up of multi-agency practitioners who practice using a restorative, relational, trauma informed approach, ensuring that families are fully supported to make the changes needed to care for their children and to prevent their entry into the care system. The team are part of a wider integrated adolescent service that includes, child exploitation, missing children and the young person substance use service. The team also work closely with Swindon Youth Justice Service and all children's services.

As a Family Intervention Worker, you will hold a small complex caseload of children and their families alongside their allocated Social Worker.

You will be required to; plan, co-ordinate and deliver intensive, targeted support for families and children, to attend multi-agency meetings such as child protection conferences, Child in Need meetings, Children we care for meetings, legal planning and strategy meetings. You will also be required to contribute through your case recording and plans to the monitoring and reporting of team performance, to service audit activity, and to the development of the Integrated Adolescent Service as a whole.

You will have demonstrated a high level of knowledge and understanding of child development alongside high levels of understanding of child protection and safeguarding. You will also demonstrate resilience, skills in risk management, the ability to manage your time well.

The STARS Team will take a flexible approach to working hours which may include being on call, evenings, weekends. This post will involve Swindon wide travel, working alone and working with families in their own homes.

Key responsibilities and accountabilities:

- To provide appropriate support to address need for children and families, working alongside their allocated social worker.
- To hold a caseload of children and their families experiencing complex difficulties.
- To maintain accurate, concise and up to date records and plan as required under the department's guidance and regulations.
- To role model high professional standards and have excellent overall knowledge of relevant legislation, regulation and practice methods.
- Share information and contribute to assessments as required working within the legal framework for child protection and safeguarding and for vulnerable adults.
- To display excellent behaviours and provide advice, guidance and support to help develop professional skills, knowledge and experience across the team.
- To contribute towards developing policies and procedures for the service area.
- 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 restorative practice, relationship-based approach and trauma informed parenting and family work.
- To encourage and support parents in contributing to their children's development and improving their outcomes. This requires a respect for family cultural differences and diversity
- To proactively engage 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, identify strengths and vulnerabilities that they want to work on; and build new capabilities.
- To consult and involve children, young people and families in all assessments, support and plans
- 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.
- 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, and families within their local and wider communities.
- Work closely with the STARS Co-Ordinator and Service Manager 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.
- Participate in appraisals and supervision as well as seeking to develop skills and knowledge.
- To undertake any other duties and responsibilities within the range of the salary grade.

Supplementary Accountabilities

- To undertake appropriate training as required.
- To advocate on behalf of Children and families.

Managerial

- NIL

Professional

- Detail professional requirements I.e. Developing and maintaining effective relationships and communication with internal and/or external service users, providing expertise and technical assistance in a specialist area.
- Detail any Partnership working requirements – i.e. stakeholders / statutory expectations.
- Throughout your role being a positive ambassador for Swindon Borough Council, and the organisation within which you are seconded in representing and promoting the work undertaken within the borough and service area.

Decision making:

- The role requires the ability to problem solve, and make decisions in situations, which are often complex, unstable, and/or at times of crisis. This requires the careful balancing of risk, and at the same time recognising the importance of not taking control over a person's life, applying the principles of personalisation.
- The post holder will report for supervision to their STARS Co-Ordinator, and through supervision will receive guidance on decisions relating to their work.
- Identify and make decisions regarding child protection and safeguarding matters where children are believed to be at risk.
- Management of own time and prioritisation of own workload tasks within the support of the supervision framework.
- Able to make effective decisions regarding the safeguarding of vulnerable adults, in a safe and timely way by adhering to the policy and guidance.
- Working on own initiative and with colleagues from across health and social care professions, making decisions regarding appropriate support to meet the needs of Service Users and Carers.
- The post holder must always respect the 'rights' of children, young people and families and enable them to be fully involved in the decision making process.

Creativity and innovation

- Providing creative and innovate methods and approaches to engage and include complex and vulnerable children/young people and families
- Creative engagement in a person centred manner to enable problem solving and support planning to promote the independence of service users and Carers and maximise the outcomes achieved from appropriate resources.
- Working in partnership with other agencies to support the individual needs of the child, young person and family.
- Flexibility of approach to other groups/organisations.

Job Scope

Number and types of jobs managed:	Number or 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 at level 4 or equivalent or above i.e. family work, social care, housing, youth and community (qualified grade) or an ability to demonstrate recent, relevant and substantial experience and knowledge (unqualified).	E
Knowledge and Experience:	
Knowledge of - Knowledge of assessment and planning for children and families. - Understanding of the complex and changing nature of relationships. - Knowledge and ability to work within a local community of diversity and diverse needs.	E D D
Experience of - Thorough awareness and understanding of working within national and local performance management frameworks. - IT literate with experience in using client databases, and working knowledge of relevant IT software packages. - A range of experience and thorough understanding of anti-discriminatory practice. - 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.	D E D E

Appreciation and understanding of - • An understanding of the impact of trauma, ACES and vulnerabilities both in children and families. • To prioritise your work and meet deadlines. • A genuine desire to work closely with and support families in crisis/difficulties.	D E E D
Aptitudes, Skills and Competencies:	
Ability to • Ability to hold and manage a caseload. Prioritise and manage workload using a wide range of strategies. • 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. • Ability to work autonomously and as part of a team. • Ability to attend and contribute to relevant meetings. • Ability in both written and verbal communications. Excellent communication skills • Report writing, communicating / interacting effectively and responsively with Service Users and Carers in a manner appropriate to their communication needs. • Demonstrate and deploy well developed communication skills, to influence co-operation and collaboration from colleagues in other agencies, in making best use of resources to meet the needs of users and carers.	 E E D D D E D
Special Conditions of Recruitment:	
• Full Driver's Licence with car or equivalent mobility. • Fluent in speaking and writing in English	 E E

Other Key Features of the role

- Managing own time and stress whilst working within a busy and demanding environment and the ability to work flexibly responding to service demands.
- Engaging in effective professional relationships, recognising the inherent power relationship in these transactions.
- Dealing with situations and interactions of conflict.
- Responding to Service Users, their Carers and others who can be angry, confused and distressed.
- Lone working and autonomous practice.
- Responding supportively and providing emotional support to colleagues / team members who are dealing with the above situations; and ensuring the appropriate risk assessments and de-briefing are undertaken.

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.

