Portsmouth CITY COUNCIL

# Family Help Lead Practitioner (North, South, Central 1 & Central 2 localities)

**Salary :** Band 7, £33,119 to £37,562 per annum, pro rata

**Hours:** 37 hours per week (Mon -Thurs 8:30 to 5.00, Fri 8:30 to 4:30)

**Contract:** Permanent

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment. Every post is subject to PCC and Portsmouth Safeguarding Children Partnership safer recruitment procedures.

This role requires a Disclosure and Barring Service (DBS) check at Standard/Enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

## Who We Are

Portsmouth City Council's Children and Families Services is committed to creating stronger futures for children, young people, and families. We work in partnership across education, health, police and community services to provide high-quality, inclusive support that helps families thrive. Our approach is relational, restorative, trauma informed and strengths-based, ensuring that every child has the best start in life and every family receives the right help at the right time.

## About Family Help

Family Help is our way of working that brings together Targeted Early Help and Child in Need support into a single, seamless offer. It replaces the traditional divide between early help and statutory services, making it easier for families to access support without stigma or duplication.

Key features of Family Help include:

- Whole-family approach – addressing needs across the family, not just the child.
- Single assessment and plan – reducing duplication and focusing on outcomes.
- Family Help Lead Practitioner role – acting as the main point of contact for families and coordinating the Team Around the Family
- Evidence-based interventions – practical, relational support that builds resilience and prevents escalation.
- Family-led planning, ensuring family-based solutions are at the heart of all we do.

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**The role**

As a family help lead practitioner you will have experience in working with children and families with a range of needs, and the ability to create effective relationships and deliver interventions that will support and empower families to make positive changes.

You will act as the main point of contact for children, young people, and families requiring family help. The FHLP will coordinate or contribute to the Team Around the Family deliver evidence-based interventions, and ensure families receive the right help at the right time through integrated multi-agency working.

**Key Responsibilities**

- Take the lead professional role with families or as part of a multi agency team accessing support from a team of professionals as appropriate to ensure the needs of the whole family are addressed.
- Undertake child and family assessments using a whole-family approach.
- Co-develop outcome-focused Family Help plans with families, ensuring children's voices are central. For children in need, this will be alongside social workers
- Build and maintain trusting relationships with families.
- Develop family led plans where they are supported to find their own solutions and develop safety networks.
- Provide intensive support across a range of needs (e.g., parenting, mental health, domestic abuse, exploitation, financial stability).
- Deliver crisis intervention and mediation to prevent escalation to statutory services.
- Support parents/carers to develop positive parenting skills and resilience.
- Act as lead professional or contribute to meetings, coordinating support from relevant agencies.
- Work collaboratively with social workers, health, education, police, and voluntary sector partners.
- Maintain accurate and timely case records in line with GDPR and service standards.
- Prepare reports for reviews and monitoring purposes.
- Deliver tailored interventions that are grounded in research and best practice, using restorative and relational approaches.
- Promote community-focused initiatives and share best practice with colleagues.
- Promote and safeguard the welfare of children and young people by recognising and responding to all types of harm.
- Escalate and respond to safeguarding concerns in line with local protocols and procedures
- Contribute to risk assessments and safety planning.
- Work flexibly to support the needs of families that will on occasions require working outside of office hours

**Essential Skills and Experience**

- Experience of working with children and families in a multi-agency context.
- Knowledge of child development, safeguarding procedures, and evidence-based interventions.
- Ability to build strong relationships and work collaboratively.
- Strong organisational and communication skills.
- A nationally recognised qualification such NVQ level 4 or other higher-level qualification or equivalent experience.

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**Desirable**

- Experience in delivering whole-family approaches and coordinating multi agency family help plans.

**Supervision and Support**

- Regular supervision in line with local protocols.
- Access to CPD and training to maintain up-to-date knowledge and skills.
- Induction and professional pathway

**Who is this person?**

- Always keep the child's welfare at the heart of practice while considering the family's wider needs.
- Ability to co-develop plans with families that are outcome-focused and time-bound.
- Build trusting, purposeful relationships with children, young people, and families.
- Engage families in decisions affecting them and work flexibly and creatively.
- Ask the right questions, challenge assumptions, and ensure inclusive practice.
- Respect diversity and address barriers for hard-to-reach groups.
- Work effectively with social workers, health, education, police, and voluntary sector partners.
- Maintain accurate case records and prepare clear reports.
- Manage caseloads effectively and meet statutory requirements.
- Work in challenging situations, including crisis intervention.
- Remain calm under pressure and find creative solutions.
- The ability to maintain strict confidentiality, as you will be dealing with confidential and sensitive information.
- A good awareness of Data Protection and Safeguarding issues.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

**General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.