

# THIS IS POSSIBILITY



## Warwickshire family support worker (FSW) career pathway

### Children's Service

#### Apprentice FSW

- Recruited through the County Council apprenticeships scheme
- Mentored by a senior FSW

#### Level 1

First year of supporting families

- Provided with training and support
- Opportunities to develop knowledge and skills

#### Level 2

Embed knowledge and skills

- Develop a toolkit of approaches
- Training to identify the most appropriate intervention

#### Level 3

Senior position supporting others in practice

- Specialist training to lead and deliver advanced practice
- May supervise family support workers

# Career pathway

The Family Support Worker role within the Children & Families service is a fundamental and highly valued part of the workforce. It brings significant experience, skills and knowledge to help the service and the families it works with. The Warwickshire model is designed for all situations, be this working with families at an early intervention, a child in need, child protection, court proceedings, fostering, children in care or care leavers.

The training provided focuses on a whole family restorative or strengths based approach, as it is through supporting parents and carers, that real change occurs for children and young people. Future training plans include the introduction of trauma informed relational practice in coming years.

Job title	Role description	Learning & development opportunities
<b>Apprentice FSW</b>	<ul style="list-style-type: none"> <li>• Recruited through the county council apprenticeship scheme.</li> <li>• Build experiences working with children, young people and families.</li> <li>• Mentored by a Senior Family Support Worker and managed by a Team Leader</li> <li>• Coaching and interview preparation provided to help apprentices apply for vacant grade G family support worker posts when advertised.</li> <li>• Apprentices receive monthly 1-1 supervision and group supervision is in place within teams to support portfolio building and develop a peer support network.</li> <li>• Access to staff care and staff support.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Intermediate Apprenticeships</b> – Level 2, academically equivalent to five good GCSE passes.</li> <li>• <b>Advanced Apprenticeships</b> – Level 3, academically equivalent to A Levels</li> <li>• <b>Opportunity to apply for Apprenticeship</b> Children, Young People &amp; Families Practitioner Level 3 and/or 4 (must meet criteria).</li> </ul>
<b>FSW (Level 1)</b>	<ul style="list-style-type: none"> <li>• First year in practice as a Family Support Worker.</li> <li>• Provided with training and support to undertake family support role with parents and children.</li> <li>• With Operations Manager validation will advance to Family Support Worker level 2, Grade H after 12 months of continuous employment if the Family Support Worker has:               <ul style="list-style-type: none"> <li>a) Completed development and demonstrated implementation of learning into practice.</li> <li>b) Annual performance review with evidence of good performance and evidence that the competencies as set out in the level 2 job description have been fulfilled.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Provided with training in at least two parenting programmes that are currently offered by WCC that can be delivered with fidelity to individuals or to small groups.</li> <li>• Completion of intermediate level child safeguarding training.</li> <li>• Provided with opportunities to develop knowledge and skills to provide signposting, advice and information, making every contact count.</li> <li>• Opportunity to apply for Apprenticeship Children, Young People &amp; Families Practitioner Level 3 (must meet criteria).</li> </ul>

<p><b>FSW (Level 2)</b></p>	<ul style="list-style-type: none"> <li>At least one year experience of family support work or equivalent role and satisfactory performance.</li> <li>Develop a tool kit of approaches and parenting programmes.</li> <li>Train the trainer after at least three years of experience, by application.</li> </ul>	<ul style="list-style-type: none"> <li>Provided with training in at least three parenting programmes, that can be delivered to individuals or large groups.</li> <li>Training to identify and decide on the most appropriate intervention that will support a family.</li> <li>Support to complete Early Help qualification.</li> <li>Training to provide advanced advice and information regarding complex issues.</li> <li>Training in relational trauma and trauma informed direct work with children.</li> <li>Train the trainer in parenting programmes.</li> <li>Opportunity to apply for Apprenticeship Children, Young People &amp; Families Practitioner Level 3 and/or 4 (must meet criteria).</li> </ul>
<p><b>FSW (Level 3)</b></p>	<p>Access to this post is via application when posts become available. Applications for the senior posts must meet the criteria as set out in the job description. There is no automatic move from grade 2 to 3.</p> <p><b>The role includes:</b></p> <ul style="list-style-type: none"> <li>Specialist training to lead and deliver advanced practice.</li> <li>Holding a smaller caseload to reflect the additional responsibilities.</li> <li>Delivering train the trainer training.</li> <li>Supporting and guidance to FSWs, contributing to their learning and development.</li> <li>Building and maintaining partnerships with other services and agencies to deliver a holistic service to families with complex needs.</li> <li>Delivering specialist interventions and programmes.</li> <li>Possible supervision of family support workers who are apprentices, level one or two.</li> <li>Deputising for Family Support Worker Team Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Specialist training to lead advanced areas of practice such as mental health and substance misuse.</li> <li>Training in supervision and contributing to the learning of others.</li> <li>Opportunity to apply for Apprenticeship Children, Young People &amp; Families Team Manager Level 5 (must meet criteria).</li> </ul>

# Workforce pledge



**Warwickshire County Council is a great place to work with outstanding leadership and a talented, agile workforce. We want our staff to feel well supported with manageable workloads and the right tools to do their jobs.**

## **Pay, reward & progression**

- Clear and transparent pay structure linked to career progression and continuous professional development.
- Financial benefits e.g. free learning and development programme, access to a credit union, pension scheme and relocation packages.
- Specialist training e.g. Evidenced Based Parenting Programmes
- Access to Social work degree apprenticeships with local universities.
- Progression available via practice experience and training or management and leadership.

## **Manageable & varied workload**

- Safe and manageable caseloads supported with close management supervision.
- A focus on spending quality time with families and building relationships
- A variety of experiences available through a mixed workload and roles which focus on children, parents/carer or the whole family.
- Family Support Worker exchange programme to provide experience working in different parts of the Children & Families Service e.g. early help, children in need, child protection, children in care, fostering or care leavers. Staff can request an internal move to other areas of the service to advance their experience in different areas of the service.

## **Supportive Managers**

- Investment in supervisors and managers and their development with management and leadership programmes.
- Rigorous and robust supervision policy focused on wellbeing and workload.
- Regular contact with the senior leadership team.
- Coaching and mentoring.

## **Practice priorities - modern working**

- Family-friendly, flexible working environment to offer balance for the demands of work and home.

- High quality technology such as laptops and smartphones to enable flexible and remote working.
- Streamlined systems, processes and governance so workforce can concentrate on enabling parents and supporting children and young people.

## **Wellbeing**

- Wellbeing services e.g. occupational health, staff support services, and an independent employee assistance programme.
- Personal wellbeing plans.
- Access to additional independent counselling and support.
- Sports facilities and wellbeing activities.
- Bupa's Cash Plan - healthcare benefit allowing employees to claim money back towards everyday healthcare costs
- Free and independent proactive counselling service.

## **Recognition**

- Celebration of successes through award events, conferences and recognition from managers and members for good work.

## **Environment**

- Warwickshire is a beautiful place to work with excellent transport links, interesting history and a vibrant local economy.
- The council has a number of modern and attractive offices with good meeting spaces and breakout areas for staff.

## **Other benefits**

- Comprehensive and tailored induction.
- Generous annual leave and bank holiday allowance.
- Access to a staff lifestyle discount portal.
- Car fuel allowances and access to pool cars.
- Staff engagement and employee forums.
- Direct work bag full of tools and ideas for working with children.