

JOB DESCRIPTION

Job Title	Early Help Practitioner
Position Number(s)	2
Department	Housing Needs
Section or Service	No Recourse to Public Funds and Refugee Services
Grade	E

DESIGNATION:

Responsible to:	Early Help Lead
Employees directly supervised (if applicable):	N/A
Family Tree:	
<pre> graph TD A[Head of Housing, Employment, NRPF & Refugee Services] --> B[Practice Manager] A --> C[Strategic Programmes Lead] B --> D[Early Help Lead] B --> E[Outreach Lead] B --> F[Data and Finance Lead] C --> G[Project and Transformation Officer] D --> H[Early Help Practitioner] D --> I[Early Help Practitioner] D --> J[Early Help Practitioner] E --> K[Outreach Officer x 2] E --> L[Tenancy Support Officer x 1] F --> M[Outreach Officer x 1] F --> N[Employment Support Officer x 1] </pre>	

1. JOB PURPOSE:

Early Help Practitioners provide direct early help support to children, young people and

families across the NRPF & Refugee Service. The role focuses on families experiencing multiple and overlapping vulnerabilities, including those with No Recourse to Public Funds, asylum-seeking households in Home Office-commissioned hotels, resettled Afghan families, Homes for Ukraine guests, and families in Temporary Accommodation.

The role involves undertaking whole-family assessments, developing outcome-focused plans, delivering 1:1 support, and coordinating multi-agency responses to improve safety, wellbeing and outcomes for children and young people. Practitioners also participate in the Early Help duty rota, ensuring timely and proportionate responses to emerging needs.

2. DESCRIPTION OF DUTIES:

Direct Family Support

- Hold and manage a caseload of families requiring early help intervention.
- Undertake whole-family assessments, capturing strengths, needs, cultural factors and migration-related vulnerabilities.
- Develop outcome-focused early help plans with clear goals, actions and review points.
- Deliver 1:1 practical, emotional and motivational support using strengths-based and trauma-informed approaches.
- Ensure the voice of the child and wider family is central to all planning and review processes.

Hotel, NRPF & Cohort-Specific Responsibilities

- Act as a designated link worker for asylum hotels, providing regular visibility, engagement, assessment and group activity.
- Support resettled Afghan families, Homes for Ukraine guests and households in TA to access education, health, children's centres and community resources.
- Identify emerging risks linked to overcrowding, instability, trauma, displacement, loss and cultural adjustment.
- Work closely with hotel providers, VCS partners and statutory services to improve continuity and access to support.

Partnership Working

- Work collaboratively with schools to improve attendance, reduce barriers to learning and support reintegration.
- Maintain strong working relationships with Children's Social Care, Health, CAMHS, voluntary sector partners and adult services.
- Chair family meetings where appropriate and contribute effectively to Team Around the Family (TAF) and multi-agency planning.
- Share information appropriately and in line with safeguarding, data protection and local policy.

Recording, Reporting & Compliance

- Maintain accurate, timely and analytical case notes, assessments, plans and reviews.
- Produce short reports and case summaries for audits, inspections and panels.
- Ensure all data is recorded in line with GDPR, confidentiality policies and service expectations.
- Use case management and digital tools confidently and accurately.

Professional Practice

- Participate in supervision, reflective practice sessions and team meetings.
- Engage in training linked to safeguarding, early help, trauma-informed practice and refugee/migration issues.
- Work flexibly across hotel settings, community spaces, schools and family homes.
- Contribute to service improvements by sharing insights from frontline work.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Early Help Practitioner
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
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B	Qualifications • Not essential. Training or experience in early help, youth work, family support, refugee support, education, safeguarding or related areas is beneficial.
C	Skills, Knowledge and Experience: Essential • Experience supporting children, young people and families facing multiple challenges, including NRPF households, asylum seekers, refugees, resettled Afghan families, Homes for Ukraine guests and families in Temporary Accommodation. • Ability to undertake whole-family assessments, identify strengths and needs, and develop proportionate, outcome-focused plans. • Strong engagement and relationship-building skills, with sensitivity to cultural, linguistic and migration-related issues. • Good understanding of safeguarding principles, thresholds of need and when to seek advice or escalate concerns. • Experience delivering strengths-based, trauma-informed and motivational interventions with parents, children and young people. • Experience working in hotels, schools or community settings, supporting access to education, health and local services. • Ability to contribute effectively to TAF meetings and maintain productive partnerships with schools, Children's Services, Health and VCS organisations. • Ability to manage a caseload, prioritise workload and work independently while seeking guidance when required. • Understanding of equalities, anti-discriminatory practice and how migration, trauma and instability impact families. • Strong written and verbal communication skills, including clear case notes, plans and short reports. • Competent IT skills, including case management systems, Microsoft applications and accurate data entry. • Understanding of early help values, principles and preventative approaches. • Willingness to engage in supervision, reflective practice, training and ongoing professional development. • Experience of multi-agency working.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

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WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.