



JOB PROFILE

Job Title:	Cafcass Family Liaison Worker (Private Law Change)
Accountable to:	Business Services Manager
Responsible for:	N/A
Key Working Relationships:	Cafcass Model Office, Cafcass Analytics, Children and families, Business Services Officers, National Business Services and National Business Centre teams, Family Court Advisers, Assistant Service Managers, Service Managers, Police, HMCTS, Cafcass IT, Local Authorities
Terms of Employment	
Band:	4
Location:	Cafcass Leeds Office
Superannuation:	The pension fund used by Cafcass is the West Yorkshire Pension Fund (a local Government Pension Scheme). This is also our auto-enrolment scheme. Contribution rates are based on a tiered system.
Annual leave:	28 days rising to 33 days after 5 years reckonable service, inclusive of 3 statutory/privilege days to be taken between Christmas and New Year, plus all bank/public holidays.

JOB SUMMARY

This role is central to the expansion of the delivery of Ministry of Justice (MOJ) and His Majesty's Courts and Tribunals Service (HMCTS) led private law Pathfinder reform project. The Pathfinder pilots assess the use of a new model which has been designed to progress family court applications along a revised process, with a particular focus on reducing delay and improving the experience of children and families. The Cafcass Family Liaison Worker will work alongside Family Court Advisers and Managers working in private law proceedings to ensure prompt progression of children and young people's files from receipt through to the conclusion of Cafcass' involvement.

The Cafcass Family Liaison Worker will be responsible for Family Court Advisers having the information they need to support their screening and assessments for children and families, ensuring that all associated tasks are actioned promptly to reduce delay for children and young people. The Cafcass Family Liaison Worker will monitor reporting mechanisms to identify areas of focus and support required in order to meet expectations established within the new model. Analytical skills are required to interpret reporting data and track progress within allocated Family Court Advisers' children and young people's files. In addition, the Cafcass Family Liaison Worker will share their insight and analysis of trends which may impact the successful delivery of this project.

Where concerns relating to risk and harm are assessed as low by a Family Court Adviser, the Cafcass Family Liaison Worker will be co-allocated to children and young people's cases. The Cafcass Family Liaison worker will share information with families, including signposting to recommended resources and support local services as well as provide guidance about accessing those resources and support services when necessary. The Cafcass Family Liaison Worker will be alert to indicators of risk and be proactive in seeking social work guidance when risk factors may have changed during proceedings, particularly when liaising with families.

MAIN DUTIES AND RESPONSIBILITIES

Safeguarding

To understand and actively support the commitment to safeguarding children within the organisation while contributing to organisational wide activities to meet statutory and professional responsibilities about safeguarding children.

To be alert to indicators of risk and be proactive in seeking social work guidance when risk factors may have changed during proceedings, particularly when liaising with families.

To ensure that relevant safeguarding checks have been completed within Standard Operating Procedures specified timescales and updated on ChildFirst.

Service Effectiveness and Support to Achieve Effective Service Delivery

To provide additional oversight of the progression of the application referred to Cafcass by the family court. Working collaboratively with the allocated Family Court Adviser to identify, chase and follow up information during the lifecycle of proceedings with Cafcass to reduce delay for children and families involved.

To have full understanding of the nature and impact of delays for families under the new model, including the timely receipt of police and local authority checks, families not responding to contact from Family Court Advisers and court reports not being completed within expected timescales.

To identify trends in reoccurring obstacles that create challenges in the successful progression of applications involving children and young people. Working with key project stakeholders to support discussions, exploration and help influence process improvements to reduce delay for children and families.

To ensure next steps are clear for children and families and Family Court Advisers, escalating issues when necessary where performance measures are at risk of not being met.

Working alongside local business teams to aid tracking and monitoring of information gathered, validate information received and request information outstanding through direct contact with adult parties and/or their solicitors via telephone and email. This includes exception handling of missing information with colleagues and other partners, including requesting missing or outstanding information from courts and other agencies.

To accurately collate and input information which may inform risk assessment and progression onto children and young people's files when sourced.

To be flexible and proportionate to the unique needs of children and families.

To evidence engagement with the new model and demonstrate transparency of work undertaken.

To work collaboratively with HMCTS Case Progression Officers to request urgent hearings/relisting of hearings, provide updates and report delays.

To work within the principles of Cafcass' Together Framework.

To share information with Children's Social Care where they are directed to file the Child Impact Report

To be co-allocated to children and young people's files where risk is identified as being low by the Family Court Adviser, progressing these to closure with the support of the allocated Family Court Adviser.

To connect with families at their request by telephone and/or email to discuss recommended resources and support services, for example, guidance relating to access, cost and expectations.

To share information with families that have been identified as benefitting from information, advice and to enhance their understanding and clarify expectations of their proceedings and Cafcass' involvement.

To immediately raise any concerns relating to risk for children and families to the allocated Family Court Adviser or Service Manager where such information is shared during any communication with families.

To create and send tailored correspondence to children and families, signposting available resources and support services, as directed by the Family Court Adviser.

To collate and maintain an up-to-date directory of relevant local resources and support services, liaising with Children's Social Care and service providers where necessary and share this information with families as required.

Engagement and Partnership Working

To be an effective representative for Cafcass with all stakeholders/other agencies and to always act in a professional manner, promoting a positive image of the organisation.

To build rapport and work proactively with local court, Police and Children's Social Care representatives to improve the receipt of information, orders and outcomes to facilitate the progression and conclusion of children and young people's cases.

To promote and embrace diversity and equality, ensuring practice and engagement is free from discrimination and in accordance with Cafcass policies and practice.

General

The postholder will be required to travel to attend key events and meetings, visit external stakeholders, training events or undertake site visits.

To be organised and able to schedule and prioritise their own workload with minimal supervision.

To be a proactive team member and play a full part in meetings and events as appropriate and required.

To comply with health and safety responsibilities and contribute to effective health and safety compliance in the office, e.g. maintenance and inventory matters, including the notification of office defects, equipment failure and health and safety hazards etc.

To always maintain confidentiality, in accordance with the Data Protection Act in all aspects of the role.

This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the postholder will be subject to review as part of the individual performance review process.



PERSON SPECIFICATION

Qualifications

Minimum of NVQ3 (or willingness to work towards).

Experience

A minimum of two years' experience in a safeguarding environment.

Skills Areas

1. Service effectiveness and information management

Skills to be demonstrated:

- High level of attention to detail and ability to input data accurately and within a timely manner.
- Highly organised and able to work methodically within relevant systems and processes.
- Demonstrates effective problem-solving skills.
- Highly competent IT literacy in the use of Microsoft Office and the potential to develop skills further.
- Excellent customer service skills, with a commitment to continuously improving the experience of children and families.
- Excellent comprehension of the English language, being able to write and speak clearly, concisely and professionally.
- Excellent listening and communication skills, including the ability to adapt communication methods and styles to suit the audience.
- A collaborative team worker who can build positive relationships and work effectively across boundaries and achieve results through others.
- The ability to deal with sensitive matters and an understanding of confidentiality issues including data protection, Analytical skills and the ability to interpret data.

2. Support to achieve effective service delivery

Skills to be demonstrated:

- Experience of working within a customer focused environment.
- Experience of implementation of improvements to service delivery.
- Ability to prioritise conflicting tasks and a challenging workload.
- Meticulous time management skills and completion of work within agreed timescales.
- Ability to adapt to a changing environment.
- Ability to plan and complete work to agreed timescales.
- Ability to work effectively as part of a team.
- Use of a variety of problem-solving techniques to develop and improve the service.

- Ability to use initiative within the parameters of the role.
- The ability to work proactively with minimal supervision.
- Ability to remain calm, confident, and professional.
- Self-motivated and committed to achieving targets.
- Knowledge of general office practice and procedures.
- Ability to think strategically and develop effective and practical solutions to complex issues.

3. Engagement and partnership working

Skills to be demonstrated:

- Ability to deal tactfully and sensitively with people and have a good understanding of confidentiality issues including data protection.
- Highly developed teamwork skills, interpersonal skills, and the ability to work with minimal supervision.
- Ability to be assertive.
- Ability to encourage positive working relationships.
- Willingness to learn and to be committed to own personal and professional development.
- Ability to communicate and work with a range of internal and external staff.
- Responds sensitively and constructively to difficult situations.

4. Knowledge and experience

Skills to be demonstrated:

- Knowledge of the family justice system and how it works, including the distinction between public and private law.
- Experience of Cafcass and its function within the family justice system.
- Experience of having worked directly with children and families, providing support and information by telephone and email.
- Understanding of family conflict and its impact on children and families.
- Professional communication skills used in a high-paced, high-pressure environment.