



DWP Employment Advisors

Family Support Worker/Keyworker/Lead Professional Support

The Think Family Employment advisors (TFEA) provide both support and consultation to Keyworker/Lead Professionals in the West Sussex area when a family with an early help plan has been identified as requiring support in matters around employment and DWP Benefits*¹.

Direct one to one working with families

In complex cases TFEA undertake home visits** to assess the situation and undertake repeat visits as required as the case moves towards completion.

Consultancy service

When a referred case does not meet the criteria for a home visit, TFEA can still offer their specialist advice and support via email or by phone.

TFEA Joint Inbox: backtowork.tf@westsussex.gov.uk

Typical areas of support Provided

- Directly supporting complex cases, especially those where the families' wellbeing is at risk.
- Bridging the gap between JCP and vulnerable customers.
- Providing flexible support to individuals within families seeking work, via email, phone and face to face**. This can include information on CVs, training, interview skills, application forms and sustaining employment.
- Better off Calculations, helping families and individuals make more informed decisions.
- Helping families and key workers understand and engage with their local labour market.
- Helping families maximise their potential income through work.
- Helping individuals to build the necessary skills and confidence to effectively seek employment.
- Develop extensive partnership between DWP/JCP and WSCC and create new partnerships with external organisations.

¹ Jobseekers Allowance, Employment & Support Allowance, Income Support and Universal Credit

** Due to Covid-19 until further notice appointments are being conducted via phone

Criteria for Support

- Family must have an Early Help Plan on Holistix
- Support is only available whilst case is active on Holistix
- TFEA must be part of TAF via Service Provision Request
- The Identification of Needs that indicates how many adults are on out of work benefits must accurately show the family situation at the start, middle and end of support.
- Distance Travel Tool must accurately evidence the progress of the family or family members.

For families to fully benefit from the support available it is imperative that they engage and meet with TFEA on a regular basis.

TFEA will consider ending support after consulting with keyworker in the following circumstances:

- Client misses or cancels appointments on 3 consecutive occasions and/or regular basis
- TFEA is unable to contact client and/or client fails to respond to messages requesting contact
- Client fails to undertake actions agreed with TFEA to resolve issues or progress support plan

Referral Process

You would need to be the lead worker and have a finalised initial assessment for the option to appear.

Requests for support must be made via the Holistix system via a 'Service Provision Request'.

On Holistix from the left hand side menu options you need to select Case coordination -> Request service provision -> Attach applicable adult family members -> Complete start and end dates (3 months for benefit enquiries and 6 months for into work support) -> National service categories, choose Additional services -> Local Service, choose DWP Employment Adviser -> choose TFEA for your area - tick Add to TAF.

- Arun and Chichester - Andrea Green - 07860 271782
- Crawley, Horsham and Mid Sussex - Elizabeth Harrison - 07714 916855
- Adur and Worthing - Michelle Scott - 07548 263462

In the 'Service Request Information box' please put reasons for the referral with as much information as possible, also what you hope we can achieve and your desired outcomes with the family member/s in question.

Please ensure DOB for Adults are complete and correct.

Once we have accepted the request a reply with next steps will go into your "My Messages" on Holistix, next steps will be to arrange a convenient date and time for us to do a joint initial visit. Requests will be rejected if insufficient information is provided.

Initial meeting with Clients

The TFEA would prefer the initial meeting to be held jointly with the Keyworker where possible. In our experience this helps with client engagement and puts them at more ease during the initial meeting.

During Support

The TFEA will update the Holistix system with updates from client meetings and significant events during the journey towards work.

Closure of TFEA Support

The TFEA's goal is of course, to move a member or members of a family into paid employment. Depending on the circumstances, successful outcomes could also include the family undertaking steps that will help towards eventual employment such as volunteering, work experience, building a strong CV and obtaining the relevant ID needed to take work.

When TFEA consider their support, be it consultative or direct is ready to close they will contact the keyworker to discuss and agree before formally closing support with the client.