



Think Family Employment Advisors Keyworker Support

The Think Family Employment advisors provide both support and consultation to key workers in the West Sussex area when a family with an early help plan has been identified as requiring support in matters around employment.

Direct one to one working with families

In complex cases Think family advisors undertake home visits to assess the situation and undertake repeat visits as required as the case moves towards completion.

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 vulnerable individuals 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.
- Acting as an advocate for disadvantaged individuals, improving communication and engagement between customers and professionals.
- Helping families maximise their potential income through work.
- Helping families and individuals explore potential funding options to help them achieve their goals.
- Helping individuals to build the necessary skills and confidence to effectively seek employment.
- Promote and Improve DWP/JCP reputation among customers and external providers.

Criteria for Support

- Family must have an Early Help Plan on Holistix
- Support only available whilst case is active on Holistix
- TFEA must be part of TAF
- Clients to be open to support from TFEA and prepared to meet TFEA on a regular basis during support

Client engagement

In order 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 need to 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

Please see attached flowchart below which outlines the process and criteria for referrals

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

TFEA will send meeting notes by EM to Keyworker in Word Document for Keyworker to upload onto Holistix

Measurement of the journey travelled by a family is imperative to record, both to describe the successful work of Think Family with the family, but also to ensure we are able to claim the appropriate funding.

Benefits checker – Please utilize the benefits checker that is provided for key workers to check cases that include out of work benefit. It is important for key workers to log on the holistixs case notes the benefits a family are on particularly at the beginning and end of a case.

Closure of Support (TFEA)

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.

TFEA will email meeting notes to Keyworker during the course of support including a final summary at the end of support – it is the responsibility of the Key worker / lead professional to ensure all supporting documentation is uploaded to the Holistixs case.

New case uploaded onto Holistix

Early Help Plan in place



Keyworker identifies need for Think Family Employment Advice

Keyworker sends referral to TFEA	Keyworker adds TFEA to TAF on holistix	Keyworker sends copy of risk assesment to TFEA worker
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Cycle of Support

TFEAIdeally arranges initial joint visit with keyworker	TFEA creates record of contact and sends to lead professional to upload onto Holistix	TFEA worker meets with client on regular basis and updates keyworker by EM meeting notes to KW
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Think Family preparing to close case on holistix

Keyworker to contact TFEA worker to advise	Keyworker and TFEA worker agree process and timescale for closure of TFEA Support	TFEA undertakes closure meeting with family and EM final case summary to KW to load onto Holistix
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Keyworker closes case on Holistix