



Centre for Professional Practice

Early Help - Secondary Worker Guidance

- A secondary worker can be allocated to a case at any point of an early help intervention. The purpose of a secondary worker is to offer a specific, time limited, focussed intervention with one or more of the family group.
- There is an expectation that secondary work will take place over a period of 6 to 12 weeks and form part of the key workers assessment and planning process.
- Secondary workers will attend all TAF reviews and feed back to the key worker throughout their intervention.
- Once a secondary worker role has been identified the initial visit to the family will be a joint visit between the key worker and secondary worker. It is at this point roles will be established, boundaries set and expectations managed.
- Where a key worker is involved with a case it is expected that the key worker will not close the case until the secondary worker has confirmed that they have finished their intervention.
- Management oversight for the secondary worker will be done by their Line Manager in relation to the specific piece of work that is requested. Overall oversight for the whole case including the secondary work will be provided by the key workers Line Manager.
- Where there are concerns raised by either key worker or secondary worker, it is expected the two Line Managers will have a conversation and agree the best course of action for the case.
- The principle of the secondary worker applies to all agencies that are completing a set piece of work with the family where they are not leading the case.
- Full case file audits will take into account secondary work as part of the overall case file audit.

Caseload

- Current caseload for a full time worker where they are key worker is 20 families and for part time staff is 10 families.
- As secondary work is not as intense as key work, and is time limited, it is anticipated that 2 secondary work cases will equate to 1 key work case for caseload management purposes.

