

**Job Description & Person Specification**

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| **Post Title** | Family Hub Lead Officer | | | | |
| **JE Reference** | W1005 | **Grade** | F | **SCP Range** | 29 - 31 |

**Reporting line:**

Family Hubs and Partnerships Manager

Family Hub Lead Officer

Early Years Practitioners

Early Help Support Workers

Family Hub Assistants

# **Job Purpose:**

To support the Family Hubs and Partnership Manager to deliver high performing, cost effective services, to children, young people and their families. The overall purpose of this role is to:

• Plan and ensure the delivery of targeted activities within the Family Hubs and satellite centres for the most vulnerable children, young people and their families in the local community

* Develop working arrangements with partner agencies including schools and the VCS to provide support services within the Family Hubs to meet the needs of the local community
* Develop early help locality networks within the Family Hubs.
* Line manage and supervise Family Hub staff who deliver sessions in the Family Hubs to pre-school age children and their parents and ensure they have a clear focus on the welfare and wellbeing of children and young people.

# **Relationships:**

**Accountable to:** Family Hubs and Partnerships Manager

**Accountable for:** Early Years Practitioners, Early Help Support Workers, Family Hub Assistants

**General Contacts:** Regular contact with Early Help colleagues, Clinical Leads in Health Visiting, a broad range of partners and stakeholders from both the Statutory and Voluntary and Community Sectors, Elected Members, Children, Young People and their Families

# **Key duties and responsibilities:**

1. To support the Family Hubs and Partnerships Manager to coordinate the delivery of effective Family Hub services and to take a strategic role within the Family Hubs Leadership team.
2. To work with Health and other partner agencies and staff teams, to plan and deliver targeted activity sessions in the Family Hubs to promote positive parenting, school readiness, healthy weight and nutrition.
3. To work collaboratively with Health colleagues and partner agencies to ensure a fully integrated Family Hub service delivery. This to include proactively seeking new partnerships with private and voluntary agencies to deliver activities to meet the needs of families in the locality area.
4. To be responsible for the day to day management of a team of Family Hub workers, including personal supervision, absence monitoring, appraisals, quality assurance of activity sessions being delivered by them etc.
5. To provide caseload supervision for those acting as a lead practitioner for families who have an early help assessment and plan.
6. To be responsible for organising and allocating staff onto the Family Hub activity sessions rota, both in the main and satellite centres.
7. To coordinate appropriate interventions and reviews for families identified for the Early Years Integrated Pathway who require support; ensuring safeguarding underpins all practice and that staff resources are maximised and effectively utilised.
8. To support the development and delivery of early help locality network meetings and pick up cases which require intervention or engagement into Family Hub services.
9. To ensure consistency and quality in assessment, planning and recording practice on EHM, CCM and other relevant management information systems, across the Family Hub team.
10. To be responsible for ensuring that health and safety routine tasks and also actions picked up on centre audits are carried out by the Family Hub Assistants in a timely manner.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** January 2019 **Author:** Nicola Hall

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| **POST TITLE** | **GRADE** |
| Family Hub Lead Officer | F |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Substantial experience of working directly with children aged 0-5 years old and their families * Significant experience of leading and managing a team * Proven experience of completing assessments e.g. Early Help Assessments; EYFS assessments. * Proven experience of partnership working | * Experience of establishing new working partnerships | A,I |
| **SKILLS AND ABILITIES** | * Excellent communication and interpersonal skills * Excellent leadership skills * Evidence based knowledge of services available to Children, Young People and Families * Excellent report writing/recording and presentation skills * Excellent organisation and prioritising skills * Excellent problem solving and negotiation skills * High level of self-motivation and enthusiasm * Ability to assess risk including safeguarding concerns in a variety of settings | * The ability to think creatively and develop innovative services | A,I |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Level 4 or equivalent qualification in a relevant subject * A working knowledge of Safeguarding Children and Vulnerable Adults * Knowledge of the Children’s Centre Core Purpose * Good understanding of the EHA and Team around the Family Processes * Good understanding of local issues affecting children, young people and their families. | * Leadership qualification * Degree in a relevant subject | A,I, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement * Full driving license and access to own car | * Evidence of own continuous personal and professional development | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE