

SEFTON MBC Localities

<u>Job description</u>	Family Hub Worker
<u>Grade:</u>	G
<u>Location:</u>	Agile within locality delivery points
<u>Post No:</u>	tbc
<u>Job Evaluation Number</u>	A5071
<u>Responsible To</u>	Family Hub Manager

JOB PURPOSE

1. To engage and empower children, young people and families through working alongside them in a strengths-based way to provide the right help at the right time
2. To deliver appropriate interventions, activities to engage, empower and enable families to find their own solutions to their issues and to develop resilience.
3. To be responsible for safeguarding and promoting the welfare of children, Young people (0 – 19), their families and adults by delivering high quality interventions, acting as their single point of contact, coordinating a holistic, multi agency support plan for children and their families
4. To promote engagement with universal and the voluntary sectors
5. To work in partnership with partners such as Health Visitors, Schools, Early Years providers, Housing, voluntary sector, etc to empower families to sustain positive behaviour changes

MAIN DUTIES

1. Effectively manage and progress a caseload to achieve positive outcomes based on a solution focussed, strengths based approach.
2. Assess and identify levels of risk, vulnerability and safeguarding via an Early Help Assessment, ensuring that the child's and individuals or families voice is captured throughout the whole assessment and intervention process.
3. Deliver targeted activity working either on a 1-1 basis or in groups using an holistic approach to address any identified needs for the family in agreement with the family
4. Co-produce with the family protective, supportive and needs led plans and review in line with practice standards.
5. Maintain accurate records of all assessments, plans, actions and reviews Record all agreed exit strategies and ensure that the strategies are enacted in a timely manner

6. Participate in reviews, meetings and other forums as required in line with the one worker one family approach to engage, empower and enable positive steps towards change.

7. Support the Family Hub Manager in the day to day coordination of the Family Hub, ensuring agreed protocols for service delivery and the sharing of resources are implemented. The postholder will adopt a solution focused, problem solving approach to ensure any issues are addressed promptly and effectively.

8. Develop own knowledge of internal and external support services who work with families. Meet and greet families into the Family Hub and provide advice, support and signposting to the relevant support services to meet their needs. Make necessary referrals to relevant services as and when needed.

9. Work closely with Family Hub front of house staff ensure that the Family Hubs provide a welcoming environment for families. Utilising display boards to advertise the range of services available from Family Hubs and ensuring the Early Help Partnership online directory is up to date with all provision delivered via Family Hubs. Responsibility for Facebook pages and making this engaging, up to date and relevant to families.

10. Increase parental engagement to strengthen family relationships and support children's education using a restorative, strengths-based approach

11. Undertake home visits independently to family homes to discuss and identify the needs of the family. Appropriate questioning, challenge and professional judgement to be used to determine what support is required, this may include support from Family Hubs, other services or statutory intervention. Appropriately identify any safeguarding concerns and report and respond appropriately. Ensure that engagement is captured via IT systems to evidence the journey of change through recording and maintaining accurate case notes, family interactions and assessments.

12. Work co-operatively with colleagues and partners to share information, ensuring a joined up approach, through relationship building and collaboration across the Partnership to build capacity and ensure Early Help becomes everyone's responsibility.

13. Work as part of a multi-agency team around a Family Hub to improve outcomes for families

14. To deliver evidence based and other appropriate training courses either to individuals or groups as relevant and appropriate

15. Work in partnership with families to support parental understanding of their role in their child's development supporting their learning and understanding of child development

16. Signpost parents to activities within the community to build resilience within the family. Support family members to develop skills to enable them to carry out household tasks such as budgeting, supporting health and hygiene, increasing parental confidence and capacity

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18. Build close links with and offer awareness raising/support to schools, early years providers and education stakeholder groups to ensure that all providers are informed of key community assets and developments

19. Support the planning and delivery of creative and engaging consultation events and activities, to understand and gather information from a diverse range of people on local needs and issues.

20. Promoting Family Hub provision at various events including parent's evenings, staff forums and other opportunities to raise awareness of Family Hub services.

21. Ensure that the families information data is lawfully gathered, accurate, up to date and only divulged in accordance with the Data Protection Act 1998 and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Department facing legal court proceedings.

22. Ensure Quality Assurance Framework, legislation, regulations, policies and procedures are central to all good practice.

23. Engage within the development of the service and CPD through PDR, training team / service meetings, council events and supporting raising awareness sessions across the partnership on key and emerging issues

24. Utilise appropriate marketing techniques to promote awareness of the service and represent the service at events as required.

SPECIAL CONDITIONS

1. A car allowance mileage rate payable as appropriate.
2. The post holder will be expected to move between locality delivery points depending on the needs of the service
3. The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order. For further information, please refer to [DBS filtering guidance at www.gov.uk/dbs](http://www.gov.uk/dbs).
4. Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

5. Undertake, and participate in training, coaching and development activities, as appropriate

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff has a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the post holder has a disability, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job

Date May 24
 Designation Service Manager Early Help.

Person specification: Family Hub Worker

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
Maths & English GCSE equivalent	D	AF/I
Qualification equivalent (Level 3) related to job role e.g Childhood studies, Early Years, Health & Social Care, Youth Work	D	AF/I
Practical and procedural knowledge of delivering support to individuals and families. Procedural and policy knowledge relative to assessments, case management and safeguarding.	E	AF/I
Significant experience of delivering Support to individuals and families	E	AF/I
<u>Experience</u>		

Experience of working with families, developing plans based on the assessed needs of the family	E	AF/I
Experience of identifying levels of risk, vulnerability and needs	E	AF/I
Practical experience of supporting families and offering interventions	E	AF/I
Experience of using IT systems to maintain accurate records and management data	E	AF/I
Experience of working within a multi-agency arena and contributing to multi-agency meetings	E	AF/I
Supporting learning and development	E	AF/I
Promoting a positive culture	E	AF/I
<u>Knowledge / Skills / Abilities</u>		
Ability to manage casework	E	AF/I/P
Ability to assess and deliver activity within the early help offer as the main point of contact	E	AF/I/P
To work in an anti discriminatory, non-judgemental way and build trust	E	AF/I
Ability to challenge children, families and individuals and intervene as necessary in a restorative way	E	AF/I
Excellent interpersonal and communication skills and a person/family centred approach	E	AF/I/P
A broad knowledge of safeguarding procedures and when to implement the escalation policy	E	AF/I/P
An ability to develop a good working relationship with colleagues and partners to deliver a co-ordinated response	E	AF/I
A good working knowledge of the activities provided	E	AF/I

<p>An ability to advise, guide, negotiate and influence children, families and individuals in terms of delivering appropriate levels of care.</p>	<p>E</p>	<p>AF/I/P</p>
<p>Knowledge and awareness of issues which may have an impact on families such as domestic violence, abuse, mental health difficulties, substance misuse, poverty, early years development and housing issues.</p>	<p>E</p>	<p>AF/I</p>
<p>The role requires frequent travel between venues across the borough, therefore a full driving licence and / or access to transport is essential</p>	<p>E</p>	<p>AF/I</p>