

**SEFTON MBC**  
**Children's Services**

<b><u>Job description</u></b>	<b>Family Hub Connector</b>
<b><u>Grade:</u></b>	F
<b><u>Location:</u></b>	Agile within locality delivery points
<b><u>Job Evaluation Number</u></b>	<b>A5070</b>
<b><u>Responsible To</u></b>	<b>Family Hub Operational Manager</b>

**Responsible for:** Relationship building and collaboration across the Partnership to build capacity and ensure Early Help becomes everyone's responsibility.

---

**JOB PURPOSE**

- Responsible for building Family Hub/Early Help (0-25 years) capacity, connections, community agency and resilience.
- The role involves building working relationships for Children, Young people and Families across Community, Voluntary and Statutory Organisation (including schools and training providers, Health Providers, Business and community stakeholders)
- To use a systematic approach to assess local needs and Family Hubs delivery requirements, securing partners commitment to the change and development of Family Hubs.
- To implement and maintain a volunteer programme across Family Hubs and linking in with CVS and libraries where volunteer programmes are well established
- To develop and promote access to digital resources e.g. website development, social media channels and online events

**MAIN DUTIES**

1. To engage with all the various community and voluntary organisations in a locality/across Sefton
2. Work alongside all communities, particularly ensuring that the diversity of the borough is reflected in the mapping of assets and support.
3. Engage and interact with Youth and Family Forums in the locality to help establish community priorities and need

4. Interface with social prescribers and other local stakeholder organisations and individuals to ensure clear and effective signposting between the system
5. To enable a fluid and responsive 'community prescribing' resource for locality schools and community stakeholders that is easily shared and accessible
6. To support professionals and staff across the locality to find solutions and support for families.
7. 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.
8. To contribute to developing and updating a regular Locality Partnership bulletin
9. Organise community events with Stakeholders which promote the work of the Early Help partnership and share good practice
10. Plan and deliver creative and engaging consultation events and activities, to understand and gather information from a diverse range of people on local needs and issues.
11. Produce promotional and publicity materials as required
12. To ascertain the information needs of service users and provide solutions as to how Family Hubs can meet these needs.
13. To link in with partners and other agencies to provide accurate and consistent information on family support services through the various public access opportunities and social network mediums; producing promotional and publicity materials as required
14. To co-ordinate and oversee, development of and updating Family hub/Early Help web pages.
15. To maintain and develop knowledge of the full range of services available for families within Private and Public sector organisations and develop innovative ways of sharing this information with hub based staff and the wider partnership
16. To work with community providers to enable a 'live' understanding of community needs and resource capacity as part of a 'gaps analysis' of the Early help offer across the locality
17. Provide information and support to Family Hub workers so they can assist individuals and families/carers to engage with and utilise personal and local community networks to develop solutions to meet their personal aspirations and needs
18. Develop an informed understanding of the key issues within the local area for Children Young People and Families
19. Build links and relationship with all services in a locality so that children, young people families can be connected to support, activities, interests in their immediate locality.
20. Work with colleagues to ensure SEND, Social care, Health plans have complementary resources (a community offer) which will build on the child's needs, harnessing appropriate support from the local community.

21. Organise community events with Stakeholders which promote the work of the Early Help partnership and share good practice
22. When appropriate, provide summary reports of key activities identifying barriers and successes
23. Attend meetings, training, seminars and conferences as appropriate to assist in the development of Early Help
24. Commitment to equal opportunities and to comply with the diversity and equality policies. To be committed to safeguarding and follow policies, practices and procedures in relation to protecting children and adults.
25. Commitment to professional self-development making full use of training and development opportunities identified through PDR process
26. Undertake own administration and keep timely and accurate records whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide monitoring information as required.
27. Participate in internal and external meetings and events to promote, support and celebrate the hub development work and progress.

### **SPECIAL CONDITIONS**

1. A casual 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/dbf](https://www.gov.uk/dbf).
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
6. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

### **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	June 2024
Designation	Service Manager Early Help.

**Family Hub Connector**  
**Person specification**

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment</b>
<b><u>Knowledge</u></b>		
<ul style="list-style-type: none"> <li>knowledge of delivering support to individuals and families</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>An understanding of government policy in relation to early intervention and prevention and an understanding of the Family Hub Model framework</li> </ul>	E	AF/I
<b><u>Experience</u></b>		
<ul style="list-style-type: none"> <li>Have experience of working in an engagement role with diverse community settings with statutory organisations</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>Recent experience of working with organisations that support vulnerable children, young people, families or groups</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>Understand information sharing, consent and confidentiality issues and risks</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>Have experience and understanding of the importance of equalities, diversity and inclusion</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>Experience of working in a multi-disciplinary team</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>Have an in-depth understanding of community, faith, voluntary sector and leisure groups and how these can support wellbeing in communities and individuals</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>Experience of delivering training / engagement/ information sessions to a range of audiences</li> </ul>	D	AF/I

<ul style="list-style-type: none"> <li>• Ability to engaging with young people, families and organisation professionals through online communications and social media</li> </ul>	D	AF/I
<ul style="list-style-type: none"> <li>• Experience of responding effectively to safeguarding issues and concerns</li> </ul>	D	AF/I
<ul style="list-style-type: none"> <li>• A good understanding of statutory and voluntary provision for children and families at a locality level</li> </ul>	D	AF/I
<ul style="list-style-type: none"> <li>• Ability to demonstrate knowledge and understanding of key policies affecting families and children</li> </ul>	D	AF/I
<ul style="list-style-type: none"> <li>• Ability to produce publicity material and design communications and marketing incentives via web based and social media</li> </ul>	E	AF/I
<b><u>Knowledge / Skills / Abilities</u></b>		
<ul style="list-style-type: none"> <li>• Excellent engagement and Interpersonal Skills</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• Able to communicate effectively with young people, parents and carers who are experiencing health, wellbeing or social care difficulties</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• Able to communicate effectively with professional officers (education, social care, health) verbally, and in writing and through online/social media</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• The ability to use spreadsheets, databases, word-processing, e-mail, and internet software.</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• Effective presentation skills in both formal and informal settings.</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• ability to work effectively as part of a team and in partnership with a range of external agencies</li> </ul>	E	AF/I/P

<ul style="list-style-type: none"> <li>• Problem solving skills – ability to be innovative and find creative solutions to implement change</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• The role requires frequent travel between venues across the borough, therefore a full driving licence and / or access to transport is essential</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• Self motivated with a positive attitude, displays energy and enthusiasm</li> </ul>	E	AF/I/P
<ul style="list-style-type: none"> <li>• Ability to work independently on a day to day basis and use own initiative</li> </ul>	E	AF/I