

### **SEFTON MBC Localities**

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

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### **JOB PURPOSE**

- To support vulnerable and hard to reach families with access to information within their communities, encouraging them to engage with services and Family Hubs
- To use community networks, meeting places and venues including calling to homes to promote and encourage take up of services and accessing delivery from Family Hubs.
- To support in meaningful and co-produced participation work.
- To use personal and recent experiences as a mechanism of engaging and inspiring others to seek help and support
- To assist the Family Hub team in helping to get better communication with service users and families. They will also help people to better understand their views and experience

### **MAIN DUTIES**

1. To provide information, advice and guidance to support individuals to overcome barriers that may prevent them accessing Family Hubs, through attending open days and community led events, promoting the service and engaging with families either on a 1:1 basis or in small groups
2. To support and work with the Family Information team in ensuring they are up to date about community groups/events and undertake outreach that directly targets those families that are hardest to reach
3. To support Family Information team in ensuring service user needs are collated and communicated. Help to provide solutions as to how Family Hubs can meet these needs.
4. To offer support to, approach and chat to families who are reluctant to engage through sharing personal experiences and promoting services within the community and Family Hubs

5. To visit community venues and meetings or approach families at home to seek engagement and build trust
6. To help and support in maintaining and developing 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 families that may not be accessing services
7. Support in the delivery of workshops and other 1-1 and group activities with children, young people and parents and carers, using principles of coproduction to seek their views in order to modify the services available
8. Engage and interact with Youth and Family forums in the locality to help establish community priorities and need and reach out to new families – signposting them to Family Hubs and developing trusting relationships.
9. To offer support in working directly with children, young people, parent/carers and communities to ensure their views and experiences shape Family Hubs, delivering innovative, meaningful and co-produced participation work.
10. To support or 'hand hold' families until they have the confidence and resilience to access support themselves
11. To be an inspiration and role model to other people in the community – supporting and helping them to reach their full potential and own goals and desires.
12. 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.
13. Support the work of 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.
14. support community events with Stakeholders which promote the work of the Early Help partnership and share good practice
15. When appropriate, provide summary reports of key activities identifying barriers and successes
16. Attend meetings, training, seminars and conferences as appropriate to assist in the development of Family Hubs
17. 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.

18. Commitment to professional self-development making full use of training and development opportunities identified through PDR process
19. 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.
20. Participate in internal and external meetings and events to promote, support and celebrate the hub development work and progress.

### **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/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 it's 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	February 2023
Designation	Service Manager Early Help.

## **Person specification**

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment</b>
<b><u>Knowledge &amp; Experience</u></b> <ul style="list-style-type: none"> <li>• Bring personal experience of being a person with experience in overcoming challenging circumstances and a willingness to use this to help and support others</li> <li>• Understand and be committed to equal opportunities and diversity</li> <li>• Have an understanding and experience of person centred approaches and how this should shape people's contact with services</li> <li>• Have an understanding about what good support looks like in the community and be an advocate for this</li> <li>• Have an understanding of confidentiality and its importance</li> <li>•</li> </ul>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<b><u>Skills</u></b> <ul style="list-style-type: none"> <li>• Be able to communicate directly with people who use services and their families in a range of ways</li> <li>• Be able to contribute to compiling a report (with or without support), if required</li> <li>• Be able to keep information confidential</li> <li>• Be able to recognise and promote effective help and support/services in the local areas</li> <li>• Be self motivated with a positive attitude, display energy and enthusiasm</li> </ul>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>

<ul style="list-style-type: none"> <li>• Be able to work independently</li> </ul>	D	AF/I
<ul style="list-style-type: none"> <li>• Be able to make connections and engage with families in many different situations, including when they could be in stress</li> </ul>	E	AF/I
<b><u>Personal Attributes</u></b>		
<ul style="list-style-type: none"> <li>• To be reliable and punctual</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• To be flexible in approach and solution focussed.</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• To be able to reflect on findings and thoughts as part of a team</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• To have experience as described above</li> </ul>	D	AF/I
<ul style="list-style-type: none"> <li>• To be engaging and able to get along with people</li> </ul>	E	AF/I
<b><u>Other important Aspects</u></b>		
<ul style="list-style-type: none"> <li>• Be able to travel across the localities</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• Be able to use e mail, &amp; phone to communicate</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• To have a DBS check if not already in place</li> </ul>	E	AF/I
<ul style="list-style-type: none"> <li>• To be aware of any conflicts of interest and to make these known to their manager</li> </ul>	E	AF/I