

Job Description

Family Hubs Navigator

Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£28,142 to £32,061	Grade:	6
Reports to:	Neighbourhood Senior Family Support Worker	Staff responsible for:	Delivery Centre Support Workers

Job Purpose

Reporting to the Neighbourhood Senior Family Support Worker, post holders will work across Communities and Districts to **promote and increase accessibility to Inclusive Family Hubs and Networks** for Children, Young People and their Families.

Post holders will be aligned to one of the ten delivery team areas:

- Pendle

Family Hubs Navigators will be available to support children, young people and families who require **timely, responsive signposting and support to access Universal and Early Help services** provided in the Family Hubs, as part of the Family Hubs Network or through our Digital Offer. This will extend to following up **requests for support from Children's Services Support Hubs** at Level 2 on the Lancashire Continuum of Need.

A key priority of the Family Hubs Navigator will be the **Family Hubs digital presence and offer** to Children, Young People & Families. They will have responsibility for ensuring that Family Hubs Social Media pages, Websites and Booking Systems are current, up to date, accurate, accessible and are developed to reflect the local full Early Help offer of the Family Hubs Network.

As part of the Family Hubs Network, the Navigator will work alongside their colleagues within the Neighbourhood and Community Teams to lead on the **coordination and further development of the 'One Stop Shops'** ensuring this is responsive to family's needs, well accessed and reflects the Family Hubs Network.

Family Hubs Navigators will be responsible for the **line management of Delivery Centre Support Workers** and will lead them in **developing and delivering a high quality, inclusive experience** for children, young people and partner agencies accessing the Family Hubs.

Family Hubs Navigators will take a **lead role in the promotion and delivery of participation and engagement work with children and parents and/ or Carers**. Creating opportunities for involvement in decision making, having their voice heard and being able to influence the development of Family Hubs.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Have line management responsibility for Delivery Centre Support Workers including providing supervision, agreeing work patterns and observations of practice.
2. Responsibility in achieving increase in footfall and group work attendance targets
3. Responsibility in promoting, planning, monitoring and measuring the impact of participation and engagement activities and programmes within the Family Hub.
4. To quality assurance children and families experience of accessing Family Hubs ensuring that they are inclusive spaces and provide a positive experience. Promoting opportunities for feedback.
5. Understand the needs of children and families and be able to respond to these needs in a timely manner via access to the right support for their family. This may be through the CFW Curriculum Offer including Targeted Youth Support, Health Services, SEND Support; the wider Family Hub Network and Early Help services within the district.
6. Develop professional relationships with children, young people and parents based on respect and trust, ensuring they have a safe place to explore their needs, learn and develop.
7. Resource and building duties, which may include opening buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use.
8. Ensure that social media, websites, promotional materials for the Family Hubs and the Booking On System are current, accessible, accurate and meets the requirements of Children, Young People and their Families
9. Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments
10. Undertake administrative tasks which assist with maintaining effective recording systems
11. Respect confidentiality and be able when necessary to explain to parents/carers when there is need to share information with others in order to protect children.
12. Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.
13. Identify opportunities for improving day to day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement of services.

14. Operating in accordance with service policy and procedures and relevant standards for group work.
15. Monitor, review and evaluate their own performance against the team's objectives by engaging with the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
16. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

Other

1. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours in response to the needs of families

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.



Person Specification
Neighbourhood Lead Group Worker
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 2 or above qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
Experience:		
Experience of overseeing and leading on the delivery of support, signposting and activities for children, adults and families in a variety of settings which demonstrates the ability to quickly engage them, establish rapport and maintain positive relationships	D	A, I
Knowledge and Skills:		
Well-developed interpersonal skills, with the ability to establish and maintain good relationships with service users	E	A, I
Knowledge of the needs of children and parents and the contemporary issues that affect their lives.	E	A, I
Patience, tolerance, flexibility	E	A, I
Group work and 1:1 skills	E	A, I
The ability to treat service user concerns with respect, tact and sensitivity, while being aware of the limits that are required by confidentiality and the boundaries that govern the service user/worker relationship	E	A, I
Working knowledge and understanding of the work practices, processes and procedures relevant to working with children and parents	D	A, I
Good written and verbal communication skills and substantial use of ICT including social media, digital booking systems and updating web content	E	A, I
Ability to lead a team to achieve successful outcomes for children, parents and families.	E	A, I
Ability to work flexibly in order to respond to the access needs of children and families, including occasionally in the evening, or at the weekend and during school holiday periods.	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I