



Senior Family Hub practitioner

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To support the Family Hub lead and the Strategic Lead for Early Help and Family Hubs, to implement the family hub programme across West Northamptonshire; bringing together services and partners to ensure that children, young people, and families receive the right support at the right time.

To provide support to children, young people (0 – 19 and 25 if SEND) and their families a programme and delivery of early help services in order to improve outcomes for children whilst driving down demand and requirement for statutory services, through an integrated Family Hub model delivering across Local Area Partnership areas.

The role will provide high quality supervision and line management to a team of Family Hub practitioners working across the age range ensuring and sustaining best practice through the family hubs physical and virtual offer embedding and role modelling practice to ensure that the team are supported and a fully integrated early help offer is implemented through the family hub network.

Accountable to:

This role is accountable to the Family Hub Lead and responsible for the direct line management of a small team of Family Hub practitioners. The role sits within Children Services, part of the People Directorate in West Northamptonshire Council.



**West
Northamptonshire
Council**

Responsibilities:

1. Working closely with the Family Hub lead co-ordinate the work of a family hub and connected spokes in a defined neighbourhood, ensuring that there is a high quality and effective early help service to children, young people, and families through an integrated family hub service through the family hub physical, virtual and outreach offers.
2. Have line management responsibility for a team of Family Hub Practitioners; including holding a caseload of families alongside providing support and caseload management and supervision to the team of Family Hub Practitioners. The role will be the principle line of management and have oversight of all cases in the team whilst offering support and practice guidance to the team of defined Family Hub Practitioners.
3. To be responsible for the day to operational organisation of a family hub and connected spokes in one of the hubs, ensuring that the hubs are welcoming and friendly with appropriate allocation of resources to respond to local and service needs. The role holder will have oversight of and hold responsibility for the safety and security of buildings, staff and service users where services are delivered in other venues.
4. To engage with the local community through workshops, meetings, engagement activities to elicit views and feedback to understand their needs and then design and deliver programmes in the community. Ensure the coproduction of services offered in the family hubs, working with the community and voluntary sector groups to identify families who are hard to reach that would benefit from services offered by family hubs and find ways to engage with them through outreach work.
5. Work closely with and within and the relevant Local Area Partnerships (LAP) to identify early help needs and model best practice to promote whole family working and the team around the family.
6. To understand, implement and comply with relevant legislation, statutory guidance and inspection requirements and ensure all staff in the family hubs are aware of their responsibilities in relation to this escalating where appropriate.
7. The role will hold the responsibility of chairing a number of local meetings and forums, having responsibility for managing the local parent/carer forum. The role holder will need to meet and engage with stakeholders including regulatory bodies plus meetings relating to children, young people and their families.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to lead and the manage team, providing high quality support and supervision to the family hub team in one of the defined areas.	E	I/A
Proven ability to ensure that services are delivered to the highest quality standards	E	I
Excellent engagement, negotiation and brokerage skills with a demonstrable ability to communicate and collaborate effectively with children, young people, families and partners	E	I/A
Ability to manage own and others time effectively and have good organisational skills to manage and own workload and those of the team to ensure that individual, team and service objectives are achieved and within agreed timescales	E	I
Excellent written, verbal and presentation skills with ability to write clear and concise reports	E	I
Proven ability and skills to analyse data and information to demonstrate the effectiveness of service delivery and to improve service delivery	E	I
Demonstrable experience of working effectively with colleagues and partner agencies to develop and implement service improvements based upon an analysis and assessment of local patterns of need	E	I/A
Ability to work innovatively and effectively with partners to develop the local integrated provision and services for children, young people and families in conjunction with WNC's Family hub programme	D	I/A
Ability to lead practice within the team and build positive relationships with partners through joint problem solving, leading and role modelling early help, supporting, and ensuring that Early help guidance is followed and adhered to	E	I/A
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl.	D	A/I

Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		
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Knowledge:	Essential / Desirable	Measured by
Knowledge and understanding of relevant Government and local guidance, legislation and Ofsted and CQC Frameworks.	E	I/A
Knowledge and understanding of Northamptonshire's Safeguarding and Early help policy and guidance	E	I/A
Knowledge of the Family Hub programme, professional practice, and of the legislative framework, national policies and research related to work with children, young people and their families	E	I/A

Relevant experience:	Essential / Desirable	Measured by
Experience of managing people and performance to meet the competing demands of the service in a family centred environment	E	I/A
Extensive experience of working with complex families	E	I/A
Experience of working with a wide range of professionals and organisations to enhance and improve service delivery based on analysis and assessment of local need	E	I/A
Demonstrable experience of leading, managing and motivating a team of staff from a variety of professional backgrounds	E	I/A

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree Qualification in relevant field of Health and Social Care	E	A
A clear commitment to continue professional development	E	A
An accredited or nationally recognised qualification in an evidence-based parenting programme	D	A
Management qualification	D	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	Primary work base:	Family hub exact location to be determined- OAS whilst this is established
Job family band:		Worker type:	Fixed
Salary range:	Band 7	Budget responsibility:	NA
People management responsibility:	Line Manage a small team within the hub (1-2 roles) Responsible for the day to day line management of staff team		

Working conditions & how we work:

The role holder will be based at one the family hub bases and will provide services and activities across the family hub network. The post does require the post holder to self-manage and arrange their own workload. Much of the work will be carried out in the community and some lone working will be required. The majority of the work will be carried out Monday to Friday, however to meet the needs of all families the family hub programme may extend to evenings and weekends.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please
contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

