

## **Job Description and Person Specification**

### **Job details**

Job title: Family Hub Cluster Manager

Grade: NNCBAND08

Reports to: Head of Family Hubs and Early Help

Responsible for: Family Hub Staff including Family Hub Connectors, Family Hub Practitioners, BSIL Early Years Practitioner and Family Hubs Reception and Customer Support Officers

Directorate and Service area: Family Hubs/Early Help Children's Services

### **Purpose of the job**

As part of the Family Hub and Start for Life programme development, North Northamptonshire Council are recruiting to an exciting new post that will be a key part of transitioning its Family Hubs into Business as usual and incorporating a new Early Help Service.

Family Hubs provide a universal 'front door' to families, offering a 'one-stop shop' of family support services across their social care, education, mental health and physical health needs, with a comprehensive Start for Life offer for parents and babies at its core. The new team will work with families both universally and in a targeted way to ensure that children, young people and their families receive access to good quality provision but also have access to support at the earliest opportunity should they need it ensuring they get the right help at the right time in order to thrive.

The Family Hub Cluster Manager will manage and co-ordinate the work of family hubs across a cluster of 2 localities to ensure the provision of a high quality and effective service to children, young people, and families through multi-agency teams of professionals working together to support families.

The post holder will be responsible for the operation of the Hubs on a day-to-day basis ensuring buildings meet relevant Health & Safety requirements and ensuring all relevant checks are up to date and recorded accurately. They will also be responsible for ensuring the family hubs are welcoming, friendly places, with appropriate allocation of resources to respond to service needs and access to ICT and relevant equipment is available.

To work with 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.

To identify training needs for staff in hubs to ensure they are equipped to provide advice and guidance to families including Signs of Safety, and trauma informed practice.

To line manage staff delivering front line services within the Family Hubs

To monitor the performance of the Hubs and individual service to ensure that the needs of families are being met and put in place improvements where areas of weakness are found.

Ensure the consistent application of thresholds and effective working between services working with and for children and families in North Northamptonshire in line with NCT thresholds

## **Principal responsibilities**

1. To manage, support and supervise a staff team ensuring the services they deliver are of good quality have identifiable outcomes and contribute to the performance indicators identified for Family Hubs and Early Help
2. To provide the Family Hub Strategic Lead with regular reports/information on performance targets to ensure KPI's are met and contract reporting and monitoring arrangements are complied and meeting all desired outcomes
3. Where required, provide additional capacity to ensure the family hubs are always staffed by at least one suitably trained member of staff.
4. To promote and raise the profile of services, ensuring that all relevant stakeholders are aware of service provision, eligibility criteria and joint working protocols.
5. To build and maintain effective partnership networks across the Cluster area to facilitate a multi-agency approach to meeting the needs of children, young people, and families.
6. Identify gaps and shortfalls in performance and by working collaboratively with services users, staff and partners, develop practical solutions to address them ensuring resources are used effectively and to avoid duplication of provision
7. To analyse local data and identify needs of local communities to enable effective development and delivery of interventions that meet the needs of children 0-19 (25 with SEND) and their families and communities
8. Lead the development of a partnership cluster plan by providing the delivery actions and agreeing how these actions will be completed with the budget available and avoiding duplication of provision
9. Ensure that service delivery complies with all NNC policies and procedures, monitor staff awareness of their responsibility to work within policies and procedures, and address any incidents of non-compliance.
10. Ensure that children, young people and families' participation and engagement is promoted, and their views are actively reflected and considered in service delivery.
11. Ensure robust gathering of information from service users and partner agencies to evaluate service delivery and provide evidence of performance against service objectives and inform future service delivery

## **Line Management responsibilities**

1. Responsible for the direct supervision and management of Family Hub staff delivering front line services within the Hubs
2. Ensure effective and regular supervision and appraisal takes place of staff, maintaining accurate recording and implementing conduct/capability action plans where necessary.
3. Review and monitor Family Hub Assessments and Family Plans made by Family Hub staff, ensuring that that staff achieve a high quality of work and record keeping of case files is in line with local and national standards and the requirements of inspection regimes.
4. Facilitate effective communication between staff across hubs, including holding regular team meetings to ensure key messages are communicated to all relevant staff, and providing opportunities for staff to share examples of good practice across service areas.
5. Provide professional guidance for all staff in family hubs.

6. Set and review targets; monitor individual performance; provide guidance and direction; take appropriate management action to ensure the effective performance of all staff.
7. Ensure that staff spend sufficient time on continuing professional development and through supervision and appraisal identify any training and development needs.
8. Coordinate and meet the training and development needs of family hub staff.
9. Responsible for leading HR procedures related to all staff, including sickness absence and capability proceedings.
10. To ensure that the health and safety of staff is given significant priority and that leadership is provided in ensuring that staff take responsibility for their own and others safety.
11. Engender a positive, result focused working environment and lead focused groups / teams in targeted areas of work.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs
2. To work flexibly to meet the needs of the service. This will include working from any service base as required as well as some early mornings, evenings and weekend work. All staff within the service may be required to work across the whole of North Northants on occasion
3. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons)
4. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care
5. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

### **Special features of the post**

This post requires satisfactory clearance of an enhanced Disclosure and Barring Service disclosure

This post will require the postholder to travel across NNC and deliver from any of the Family Hub sites on occasion

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

## Person Specification

| Attributes                             | Essential criteria   | Desirable criteria  |
|--|--|---|
| Education, Qualifications and Training | <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Recognised professional qualification in social work, health, education or equivalent</li> <li>• Evidence of a commitment to continuing learning and professional development</li> </ul>  | <ul style="list-style-type: none"> <li>• Educated to, or working towards, Level 4 or above in Leadership and Management</li> </ul>  |
| Experience and Knowledge               | <ul style="list-style-type: none"> <li>• Demonstrable experience of managing and supervising the performance of employees and volunteers, providing effective leadership and management support</li> <li>• Experience of contributing at an operational level in delivering service improvement</li> <li>• Experience of being accountable for management systems</li> <li>• Experience of developing a service to meet the diverse needs of the community</li> <li>• Experience of developing effective partnerships with statutory agencies and voluntary organisations</li> <li>• Knowledge and understanding of the needs of families/individuals, and of the impact of disadvantage and social exclusion on outcomes for children and a commitment to and willingness to promote inclusion and equality of opportunity for all</li> <li>• A good understanding of child development and the benefit of parental involvement</li> <li>• Good knowledge of relevant national and local legislation and guidance in relation to Early Help,</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working in conjunction with members and or senior managers and partners and service users in order to achieve service improvement</li> </ul> |

| Attributes          | Essential criteria   | Desirable criteria |
|---------------------|--|--------------------|
|                     | <p>Family Hubs and government initiatives pertaining to 0-19 and their families</p> <ul style="list-style-type: none"> <li>• Knowledge of national and local safeguarding policies and procedures and experience of responding promptly and appropriately to safeguarding concerns</li> <li>• A sound knowledge of other local services available to support families with children 0-19 (25 with SEND)</li> </ul>   |                    |
| Ability and Skills  | <ul style="list-style-type: none"> <li>• Excellent communication and engagement skills</li> <li>• Ability to influence, motivate and set the direction / vision and engage key partners in a delivery model</li> <li>• Good assessment, planning and record keeping skills.</li> <li>• Ability to collate and analyse data and feedback to inform forward planning</li> <li>• A confident and professional approach to working with service users and colleagues and excellent verbal, listening and presentation skills, including basic IT skills</li> <li>• Ability to produce reports and good use of ICT skills including, office, word, PowerPoint etc</li> <li>• Ability to prioritise and organise workload effectively and ability to work under pressure and meet deadlines</li> </ul> |                    |
| Equal Opportunities | <ul style="list-style-type: none"> <li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</li> <li>• The post-holder should be committed to working with children and families from diverse backgrounds and to working with them to promote positive health and social outcomes</li> </ul>   |                    |

| <b>Attributes</b>  | <b>Essential criteria</b>   | <b>Desirable criteria</b> |
|--------------------|---|---------------------------|
|                    |   |                           |
| Additional Factors | Ability to travel across North Northamptonshire to other Family Hub sites and NNC buildings |                           |