

Job Description and Person Specification

Job details

Job title: Family Hub Connector

Grade: NNCBAND003

Reports to: Family Hub Cluster Manager

Responsible for: No Line management responsibility

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 designing its new Family Hubs and Early Help Offer

Family Hubs will 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 vision for Family Hubs is to build community resilience and self-help approaches that will empower children and families to access information and peer support to enable them to develop and grow. Many families in North Northamptonshire report feeling poorly connected with services in their communities. As a Family Hub Connector, you will work as a member of the Family Hubs Team supporting expectant parents and families with children 0-19 (25 with SEND).

The post holder will support families to access appropriate support and work alongside services to consider different ways of working.

Family Hub Connectors will support parents to access services, address barriers to engagement, and implement action plans to increase engagement with new families.

Family Hub Connectors will support early years services to be inclusive and enable parents, carers, and families to be involved in decision-making which influences service design and delivery, including developing high-quality volunteering opportunities.

The post holder will support parents in developing a wider understanding of the positive and negative impacts on child development and parental wellbeing, enabling parents to achieve **positive** outcomes for children.

Principal responsibilities

1. Develop an informed understanding of the key issues within the local area for Children Young People and Families by working with partners and community providers to enable a 'live' understanding of community needs and resource capacity as part of a 'gaps analysis' of the Family Hub/Early help offer across the locality

2. Facilitate 'Parent Power' parent carer panels to ensure the voices of the community are heard and they contribute and influence how services are delivered
3. 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.
4. Signpost families to resources and tools that help parents/carers make positive choices for themselves and their children including the use of the digital front door
5. As part of the Family Hub Team, communicate appropriately with key stakeholders on the Transformation Programme, ensuring they are informed of progress and potential issues
6. Create a positive link with families and external agencies, effectively communicating the needs of the families with other agencies and share in skills and knowledge
7. Support participation levels of specific Family Hubs programmes, including peer support services, infant feeding support, perinatal mental health and parent-infant relationship support, parenting courses, library, pregnancy and pram walks, and healthy eating/physical activity courses.
8. Be placed in community settings, including booking clinics, hospitals, GPs, schools and libraries to engage with pregnant women and their partners in the first trimester and children and young people
9. Collect data and evidence to demonstrate the impact of their work on referral uptake and sustained contact and show improved outcomes as a result of this approach
10. Identify and map local resources, networks, connections, and community assets that have the potential to improve the health and well-being of children, young people, and families within a locality
11. To 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
12. To support professionals and staff across the locality to find solutions and support for families, but it is not the role of community connectors to carry a case load or work with individual families
13. To be an Early Help Champion and contribute towards Early Help Assessment and other appropriate assessments where and when required
14. To have a good understanding of risk and be able to respond appropriately to incidents relating to child protection and safeguarding and maintain client confidentiality and information sharing protocols
15. Actively contribute to the 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

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 council's 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 may require the postholder to travel across NNC and deliver from any of the Family Hub sites on occasion

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> • A relevant qualification at NVQ3 or above (or equivalent) in Childcare, Health and Social Care or a relevant field, or evidence of relevant and substantial experience 	<ul style="list-style-type: none"> • First Aid • Counselling • Signalong
Experience and Knowledge	<ul style="list-style-type: none"> • Previous experience working in this sector and a good understanding of the services provided by the Children Services directorate • Experience working with other agencies and partners to improve outcomes for children and young people. • Understanding of Equality and Diversity issues facing young people, their families, and local communities' awareness of Health and Safety requirements 	<ul style="list-style-type: none"> • Sound knowledge of NNC's safeguarding procedures • Knowledge of special educational needs & disability • Knowledge of how partners work, e.g., schools, health agencies, housing providers etc. • Knowledge of relevant benefit systems and funding sources
Ability and Skills	<ul style="list-style-type: none"> • Ability to work effectively as part of a team and self-directed. • Ability to work within office/Hub settings and the community independently • ICT competent in using Microsoft Word, Excel, Outlook, and the Internet (including applications). 	<ul style="list-style-type: none"> • Have expert knowledge of local services available.

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> • Ability to communicate effectively with children and their families and build trusting relationships. • Ability to deal with difficult/sensitive situations. • Ability to handle confidential information. Organisational abilities and accurate record keeping • Flexible and responsive – able to deal with emerging issues and needs • Hold a current driving licence or ability to travel freely from place to place if required 	
Equal Opportunities	<ul style="list-style-type: none"> • Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs • 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 	
Additional Factors	<ul style="list-style-type: none"> • Uniform will be provided 	