



Job Description

Job Title: Early Help Coordinator

POSCODE: HAY3292

Grade: K

Overall Purpose of Role

NCT's Early Help Support Service provides information, advice and guidance to professionals working with families who may need early help. The service also manages the councils' access to support process which is the 'gateway' into key worker led services and interventions. The Early Help Support Service operates as a partner and provider in the early help system.

Early Help Coordinators work within the Troubled Families framework (known locally as Early Help Families), working with partners and professionals to ensure the correct interventions are in place at the right time to achieve improved outcomes, aiming to prevent escalation to specialist or statutory services. Early Help Coordinators also sit within MASH (Early Help) alongside social care to provide advice and guidance when referrals do not meet Safeguarding thresholds liaising with partners to ensure early help is in place.

Main Accountabilities

1	To be the lead contact for professionals within a locality seeking advice, guidance and support to ensure a co-ordinated response to those families who are already in receipt of support from agencies, who require an Early Help response following assessment in MASH, or following a request from partners such as schools, health professionals and police. Speak to families directly when necessary to offer guidance and sign posting to agencies who can offer support.
2	Work in the Early Help MASH team assessing a high volume of cases coming through the 'front door' but not requiring tier 4 intervention, offering advice, guidance and support to referrers, professionals and parents/carers as appropriate and deciding on level of support/response required.
3	Coordinate support for Early Help Families by providing information, advice and guidance to professionals working with families who may need early help, following two strands of the Operating Model: Responsive: providing information, advice and guidance to professionals when they request it. Outreach: using information on families identified as likely to be in need of early help, and making proactive, assertive contact with professionals already working with that family - or who may know the family - to try and get help to them as quickly as possible.
4	To develop, facilitate and coordinate partnerships with a range of front line staff and managers from Northamptonshire's Children's Services and partner agencies

	including schools, health, police, housing, the voluntary and community sector to enable families to receive timely Early Help support, supporting professionals in their use of the Early Help Assessment.
5	Receive requests for Complex Case Discussions (CCM) and assess whether to proceed to a multidisciplinary meeting or find innovative solutions, offer advice and guidance to resolve the issue by brokering appropriate services to meet the need.
6	To have a clear understanding of commissioned services and ensure that these are targeted appropriately to address the needs of families and identify gaps in provision that will inform the commissioning process and re-shape service delivery. This includes working with social care colleagues to embed Access to Support process for open cases and those ready to step down from social care.
7	Use negotiating and influencing skills to identify and enable different agencies to undertake lead agency responsibilities within the Early Help process, and providing advice, guidance and support to those professionals to undertake this responsibility. This includes modelling the skills and attitudes that promote and foster children, young person and family centred working and the development of trust between practitioners and where necessary ensure that children, young people and families are fully informed of the processes and practitioners available to support them.
8	To ensure that case management, monitoring and statistical information regarding the programme is in place for the Early Help Families cohort. To enhance business intelligence in relation to Early Help Families and ensure that progress of families is tracked efficiently.
9	Use negotiating and influencing skills to identify and enable different agencies to undertake lead agency responsibilities within the Early Help process, and providing advice, guidance and support to those professionals to undertake this responsibility. This includes modelling the skills and attitudes that promote and foster children, young person and family centred working and the development of trust between practitioners and where necessary ensure that children, young people and families are fully informed of the processes and practitioners available to support them.
10	To act as line manager/supervisor to team members to ensure that the team employs a rigorous approach to information recording, adheres to information sharing protocols and responds to the demands of internal performance management and external monitoring and inspection.
11	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
A relevant professional qualification or NVQ Level 4 equivalent gained in setting associated with children or young people and families or Substantial professional experience of working with children, young people vulnerable adults and their families.	Education, Health, Youth Work, Careers Guidance etc. eg. DipSW, BEd, Registered Nurse, Social Care,	Essential

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge / Experience:		
	Understanding of current legislation and policy regarding safeguarding for children and families, and the legislative and national policy context for early help for children and families	Desirable
	Working knowledge of Early Help Processes, Northamptonshire Thresholds and Pathways, and Troubled Families Agenda	Essential
	Working knowledge of Education, Health and Social Care, Criminal Justice and third sector organisations processes, methods of working and referral criteria	Essential
	Working knowledge of Microsoft Office, Outlook and case management systems	Essential
	Working knowledge of risk management and change management	Essential
SKILLS		
	Excellent time management skills and ability to work to deadlines, on own or with partners.	Essential

	Demonstrate skills that promote the role of children, young people and parents in the planning and formation of services to meet their needs. Able to model skills, attitudes that promote and foster children, young person and family centred working and the development of trust between practitioners	Essential
	Able to assess need to a high degree of accuracy and ability to advocate on behalf of families and brokering support with partner agencies	Essential
	High level of influencing and negotiation skills, ability to manage stakeholders, and ability to track progress of interventions, assessing impact as well as challenging middle to senior management when necessary	Essential
	Excellent communication, analytical, and presentation skills and time management skills to meet strict deadlines	Essential
Experience		
	A sound career history and experience of working with families and children requiring early help support, at risk of entering Social Care, on the edge of care or with those who have entered the criminal justice and social care system. A good knowledge of preventative working.	Essential
	Proven experience of working with families with multiple problems who historically fail to engage with agencies	Essential
	Experience of working in a multi-agency environment	Desirable
	Experience of managing change within a multi-agency working environment, with front-line, middle management and/or senior management level	Desirable
	Able to demonstrate and deliver project management skills including monitoring and review	Desirable

	Able to demonstrate dynamic presentation skills to deliver a change programme to a range of professionals in group or individual settings	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level	
What DBS Level is required for this post?	
None	☐
Standard	☐
Enhanced Child Only	☐
Enhanced Child/Adult Bar	☒
Working Arrangements	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	☐
Flexible	☒
Field	☐
Home	☐