

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Family Hub Lead

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.



West
Northamptonshire
Council

Purpose and impact:

Take a leading role, supporting 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 through the management 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

To work collaboratively with partners and stakeholders building on existing partnerships and developing service delivery arrangements to ensure a whole family approach is adopted to assessment planning and intervention.

Accountable to:

The role is accountable to the Strategic Lead for Early Help and Family Hubs and will be responsible for the direct line management of up to 3 Senior Family Support Workers. The role sits within the People Directorate in West Northamptonshire Council.

Responsibilities:

1. To manage and co-ordinate the work of the family hubs to ensure the provision of a high quality and effective early help service to children, young people, and families through multi-agency teams and further develop the Family Hub service through the physical, digital and outreach offer.
2. To be responsible for the operation of the Hubs on a day-to-day basis. Ensure the family hubs are welcoming and friendly with appropriate allocation of resources to respond to service needs. Take responsibility for the safety and security of buildings, staff and service users where services are delivered in other venues.
3. 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. As the lead, model ways of working to ensure the team work to deliver the services.
4. Line manage staff delivering front line services within the Family Hubs. As the subject matter expert in this field, lead and supervise casework, discuss complex cases and offer guidance and support when needed.
5. To identify training needs for staff in hubs, design or identify training interventions to ensure staff are equipped to provide advice and guidance to families and up to date with best practice and any changing legislation.
6. Ensure consistent service delivery across all family hubs is in accordance with accepted notions of best practice. Oversee the delivery of evidence based programmes, to children, young people and their families.

7. 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. Take responsibility for problem solving and resolving service user complaints.
8. 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.
9. To role will hold the responsibility of chairing a number of boards/forums. This will include presenting at strategic forums (internal and external), meeting and engaging with stakeholders including regulatory bodies and children, young people and families and the ability to present to different audiences.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. 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 work in partnership with families, partners and local communities in order to support sustainable change	Essential	A, I
Ability to work effectively to implement and manage change in a rapidly changing environment to effect positive change	Essential	A, I
Ability to manage, plan, and monitor delegated operational budgets	Essential	A, I
Ability to analyse complex data and produce high quality reports	Essential	A, I
Excellent communication skills (written, oral and presentation) and must have high-level of spoken skills in order to build relationships, chair meetings, write reports and work well with a range of stakeholders and consider how to communicate with a wide range of audiences.	Essential	A, I
Ability to plan and monitor the use of financial, physical and human resources aligning with strategic priorities and maximising opportunities for income and external grant funding	Essential	A, I
Ability to review services, look for efficiencies and improvements. Ability to develop innovative and creative ideas for the benefit of all.	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Demonstrate a thorough understanding of early help and prevention services and how this can improve the lives of children, young people and families.	Essential	A, I, P
An understanding of the needs and characteristics of children, young people, families and the communities in which they live	Essential	A,I
In depth and specialist knowledge of current legislation and policy and emerging policy change relating to early years, family working and early help.	Essential	A, I, P
In depth knowledge of statutory regulation in this field, inspection regimes and safeguarding responsibilities.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of effective partnership and interagency work, working collaboratively with partners in a complex stakeholder environment	Essential	A, I
Experience of managing complex and priority conflicting caseloads within identified timescales.	Essential	A, I
Experience of working with children, young people, families in a community setting in order to support sustainable change with extensive experience and track record of working and developing similar services.	Essential	A, I
Experience of leading, managing and developing multi-disciplinary teams in order to achieve service objectives	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to a degree level or equivalent, or substantial experience of working with children, young people and families commensurate to this level.	Essential	A, I, D
Evidence of relevant post qualification continuous educational / professional development	Essential	A, I, D

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:	One Angel Square
Job family band:	9	Worker type:	Flexible Part-flexible Full time
Salary range:	£48,378-£51,571	Budget responsibility:	Delegated budget
People management responsibility:	Line Manager to three roles. Responsible for the day to day operational management of staff teams		

Working conditions & how we work:

We support flexible working, this role has been identified as a part flexible part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). The role will require working from other bases across West Northamptonshire.

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.

