

JOB DESCRIPTION (Part-time x 3 new posts) Family Support Worker (geographical support)



JOB TITLE: Children's Centre – Family Support Worker
Responsible too: Children's Centre Manager
Responsible for: Part time tutors/ assistants, parent volunteers
Pay: £3528.00 annual (for 9 hours per week.)
Hours: 3 posts x 9 hours per week (fixed working hours)
(3 days per week x 3 hours, 52 weeks of the year)
Location: Children's Centre + specific geographical area:
1 x post = Kingswood/ Kingsway Estate
1 x post = Alban Wood/ The Brow Estate
1 x post = Leavesden Green Estate/ Rushton Way Estate

FIXED TERM This post is offered on a 1 year contract, an extension will be
APPOINTMENT: offered subject to confirmation of funding and evaluation of the post.

Purpose of job

To encourage and increase the participation by local families in the Children's Centre programmes. To contribute to the effective and efficient delivery of information, advice and support to parents of young children in order to improve outcomes for vulnerable children aged 0-5 years, and their families.

Reason job exists

There is a requirement for Sure Start Children's Centres to provide information and advice to families of young children who are often excluded from services either because they live at a distance from the centre or because services are not provided in ways which suit their needs. Outreach is defined as taking group services nearer to people's homes, offering one-to one support and encouraging families to access the Children's Centre. There a need for each Children's Centre to respond to the specific needs of children and parents in their community, linking with a network of professionals from statutory, private, voluntary and independent agencies.

Main Areas of Responsibility:

1. To provide information, guidance and support to families relating to the services available through the Children's Centre. To link families with the children's centre, supporting them to access services. Vulnerable families are a priority in this work.
2. To encourage the engagement of parents in promoting their children's learning, development and wellbeing, especially at transition points, through home visits, advice sessions / drop-in facilities and other activities.
3. To support the Children's Centre Manager with planning of activities and services, including developing & manning services out at specific satellite venues.
4. To ensure the Children's Centre has up-to-date information, resources and advice available to parents in an accessible format and environment, and to ensure that parents are signposted to appropriate support.
5. To encourage effective parent participation and effective dialogue between parents and the Children's Centre – this includes supporting the development of a Parents Forum (user group).
6. To collect information on the extent of parent involvement and satisfaction with Children's Centre services in order to monitor take-up and evaluate its reach and effectiveness.
7. To help to identify groups/individual families who need more intensive support and to liaise with the Children's Centre Manager / agencies to ensure that family receives relevant support.
8. To attend training, supervision and development opportunities as directed by line manager in order to develop skills and knowledge and keep up to date with developments in the field of children's

services/parent support and information



9. The postholder will work closely in partnership with relevant agencies, professionals, support groups, etc (see section - Contacts) in order to fulfil all of the above responsibilities.
10. To coordinate meetings including hospitality, booking venues and facilitating the attendance of children, parents and other relevant individuals.
11. To support the Centre Administrator to coordinate the diary and manage day-to-day communications/ room logistics.
12. To work as part of the team to ensure that the centre has appropriate staff cover at all times.



JOB CONTEXT

1. HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work. When working off site (for example on home visits) the post holder will follow relevant lone working and risk assessment guidelines issued to staff to ensure their safety and the safety of others.

2. CRIMINAL RECORDS BUREAU

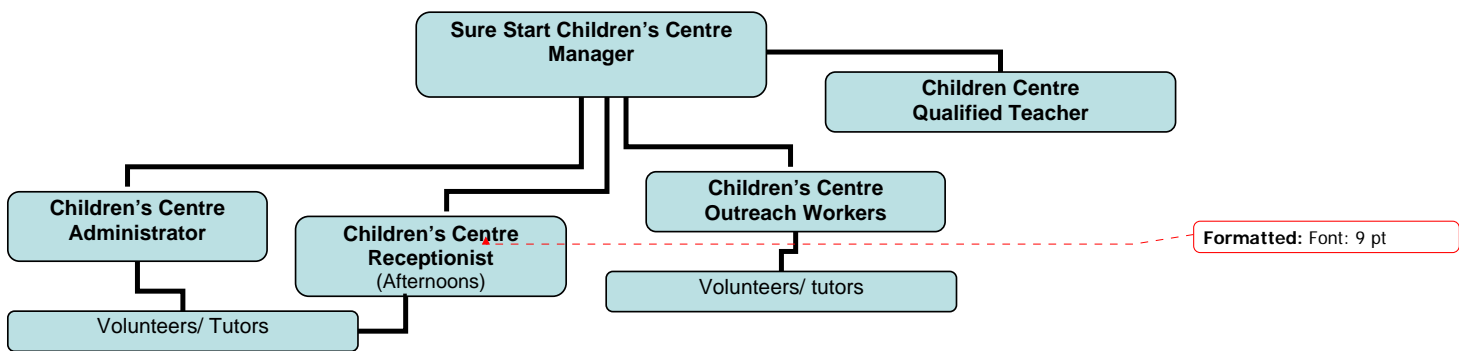
This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Criminal Records Bureau as part of Hertfordshire County Council's pre-employment checks. Please note that additional information referring to the Criminal Records Bureau is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

3. ADDITIONAL INFORMATION

There will be 3 new outreach posts within Leavesden Children's Centre. Their focus will be different geographical locations and will support the existing Outreach Worker (for universal services). You will be expected to be at site at the Leavesden Children's Centre at least 1 afternoon per week to support the team ensure the centre is open an accessible at all times. You will be required to work fixed hours.

** The duties and responsibilities listed on page 1 of this document describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

4. ORGANISATION CHART



5. SUPERVISION

As well as initial induction and training, the Children's Centre Outreach Worker will receive regular line management and performance management and development supervision, fortnightly or monthly according to experience in the post. Decisions with Children's Centre management, strategic or centre resource implications will be referred upwards, as would child protection issues.

The Children's Centre outreach Worker may be responsible for supervising volunteers or tutors where applicable.

6. CONTEXT

The role will be based at a Phase 2 Children's Centre in North Watford. At present the staff team is a full time Children's Centre Manager, a Qualified Teacher, 1 x 0.5 outreach post, and a p/t Centre Administrator and receptionist. The team also includes parent volunteers and tutors. These roles are 3 new posts.

Sure Start Children's Centres have been established as the focal point for early year's services for young children and their families. The aim of Sure Start Children's Centres is to improve outcomes for all children under five with a particular focus on reducing inequalities between the most disadvantaged and the rest. The need for outreach support, especially with more vulnerable families, will be identified through Children's Centre Self Evaluation Framework/Action Plan as well as through regular discussion with the Children's Centre manager, Community Healthcare professionals and other key staff, as well as from contact with parents themselves.



The Outreach Worker will be expected to be proactive in promoting their role within the children's centre community for example in setting up information resources, drop-ins and other services. The post holder will work closely with the Parenting and Information Officer in the District Partnership Team, in seeking to engage the necessary support to meet needs identified as above.

The Outreach Worker will undertake direct work with families and children but will also refer to local parent support services, including community Health Services, Parent Partnership, Family Support Service, Home Start etc.

7. CONTACTS

In order to achieve the key responsibilities listed above, the Children's Centre Outreach Worker will be expected to collaborate with a range of other parent support and information services including:

- The Children's Centre staff and Head Teacher/staff of Leavesden Green JMI & Nursery School. School Governors
- Local nurseries and EY provision, parents and children.
- Suppliers. – Telephone contact, dealing and verifying accounts.
- CSF District Partnership Teams
- Extended Schools Co-ordinators & Parent Support Workers
- Community Health Care (Health Visitors, School Nurses, Midwives etc)
- Parent Partnership
- Hertfordshire Additional Needs Database (HAND)
- Family Learning
- Family Information Service
- Money Advice Unit
- Job Centre Plus
- Family Support Service
- CAMHS local teams
- Social Care Assessment and Locality Teams
- Homestart
- Other PVI providers of services for children under five and their families

8. PROBLEMS AND DECISIONS

Within this work you may encounter situations where you need support from your line manager, other professionals or your colleagues. You will be giving training in Child Protection, Lone working policies, risk assessments and other relevant areas such as conflict management. You will be fully supported within your role. Situations may include:

- Understanding the CAF (Common Assessment Framework) process and when the Children's Centre Manager would undertake completing a CAF with a family.
- Responding appropriately and quickly to child protection disclosure, including appropriate referral on, reporting accurately to line manager
- Responding sensitively to distressed or hostile parent or to crises or chronic problems presented, using an empathic and problem-solving approach and mobilising appropriate resources in the community

9. DIMENSIONS

The post holder will have a small project budget that they are to utilise for their work. All expenditure will be passed via the Children's Centre Manager and through the centre's official ordering process. At present this amount is approx £1000 for each outreach worker.

You will be required to support the Children's Centre Manager in sourcing specific supplies/ items for your outreach work. This could include items such as display boards, incentives, SEN equipment, marketing items etc.



10. PHYSICAL EFFORT.

This role will be required to move stock and resources to venues, using their own transport. This includes taking posters to display sites, toys to outreach sessions etc. The centre will provide relevant equipment, such as trolleys, to ensure the safety of the staff.

The Children's Centre covers a geographical area containing on average 800 children aged under five and the nature of the job will require a certain amount of travelling within the area. You will have a specific geographical area in this catchment that you will take responsibility for.

11. WORKING ENVIRONMENT

The Children's Centre is a newly refurbished building with full disabled access, in a safe and welcoming environment. There is no parking at the centre for these posts – we have access to a free car park within 5 minutes walk.

- The post holder will have access to a laptop/ office storage/ desk space (shared between the outreach posts). It is expected that you will work within the centre 1 session per week and this will include your own administration, filing and paperwork. Sometimes you may also be required to help out in the office answering the door/ phones etc.
- The Children's Centre Outreach Worker will cover a geographical area containing on average 800 children aged under five and the nature of the job will require a certain amount of travelling within the area.
- On occasions the Children's Centre Outreach Worker will be required to deal with distressed or hostile parents and children and will need to be able to handle emotionally charged situations and those involving conflict. (You will be provided with training to support you deal with these situations).

PERSON SPECIFICATION



NOTES FOR APPLICANTS: This form is for you to keep. It specifies all the experience, knowledge, aptitude, skills, and personal qualities necessary to perform the duties of the post for which you are applying, to the required level.

You should ensure your application explains how your experience, skills, abilities and knowledge gained in paid or unpaid work, study or training, meets each of the selection criteria marked "A" below, including Equal Opportunities where specified.

If you fail to do so you will not be shortlisted.

OFFICERS COMPLETING FORM: **Jennifer Wills, Manager, Leavesden Children's Centre**

JOB TITLE: **Children Centre Family Outreach Worker**

GRADE: **Scale H4.4**

DEPARTMENT/SECTION: **Leavesden Green JMI School (Leavesden Children Centre)**

CATEGORY	ESSENTIAL JOB REQUIREMENTS	METHOD OF ASSESSMENT
1. JOB RELATED KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▪ Organisational and administrative <ul style="list-style-type: none"> ○ <i>Recording information</i> ○ <i>Meeting deadlines</i> ○ <i>Time management</i> ▪ Effective interpersonal skills to communicate in writing and verbally with professionals, agencies, parents, etc ▪ Accurate keyboard skills and ability to produce well laid out documents and to import and manipulate graphics 	A A/I A/T
2. JOB RELATED EXPERIENCE	<ul style="list-style-type: none"> ▪ Relevant work place specialist experience (1 year minimum) -Family Support/ Health or Social Care ▪ Experience of working in partnership with the services and organisations for children and young people, both voluntary and statutory sector. ▪ A good knowledge of Microsoft Word/ Explorer gained over a minimum of 2 years ▪ Managing a workload with competing priorities in a number of work areas 	A A/I A/T A/I
3. EDUCATION	<ul style="list-style-type: none"> ▪ A good standard of literacy and numeracy skills ▪ Evidence of relevant training or qualifications for this post. NVQ Level 3 qualification (or equivalent) in Child Care, learning and development, Health, or Play. Relevant experience will be taken into consideration. ▪ Completion of relevant courses such as first aid, risk assessments, child development etc. 	A/T A/I A/I
4. PERSONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work on own initiative and with minimum supervision/ and to work as a member of a team ▪ Ability to manage a workload and to maintain judgement when under pressure • Ability to engage positively with parents and other significant adults in supporting young children, including appropriate communication skills. ▪ Ability to engage positively and negotiate with other professionals from a range of backgrounds in order to access support, including appropriate communication skills. 	A/I/ T A/I A/I A/I A/I



5. OTHER QUALITIES	<ul style="list-style-type: none"> ▪ An excellent record of attendance and punctuality. ▪ Experience of flexible working ▪ Full visual and auditory acuity required (corrected by aids if necessary) ▪ Handling of volumes of paperwork – lifting boxes, collating and packing of envelopes. 	A/I A/I
6. EQUAL OPPORTUNITIES/ SAFEGUARDING	<ul style="list-style-type: none"> ▪ Awareness of the equal opportunities policy in working practices, in service delivery and as an employee. • Ability to communicate effectively and sensitively with children and adults ▪ Knowledge and understanding of confidentiality, professional boundaries and safeguarding children. ▪ Willingness to undertake relevant training. 	A/I
7. DESIRABLE CRITERIA	<ul style="list-style-type: none"> ▪ Working knowledge of Excel and databases ▪ Knowledge of issues relating to childcare, parenting, or early years. How the school education system works and of local government/ authorities. ▪ Knowledge and understanding of child development, the Early Years Foundation Stage and Every Child Matters 5 outcomes. ▪ An understanding of the varied communities within the area. 	A/I/ T A/I A/I

Assessment method:

A = Application form

I = Interview

T = Work related test

Leavesden Children's Centre is committed to Child Protection; the successful applicant will be subject to a full enhanced CRB check.