

Job Title: Early Help Hub Coordinator	Role Profile Number: SC0082
Grade: Q Salary:	Date Prepared: Reviewed June 2021
Directorate/Group: Children, Families and Community Health	Reporting to: Operational Manager - FISS
Structure Chart:	

Job Purpose

The role of the Early Help Hub is to provide Early Help support and advice. Supporting Families coordination, outcomes and payments by results. Special education needs and disability (SEND) early support. Social care advice for the Education, Health, and Care Plan (EHCP) process. Coordination and support to schools and early help professionals in the communities to prevent the escalation of children and young people to statutory social care services.

The role of the Early Help Coordinator will be to lead on the development of the Early Help Hub including the Supporting Families agenda, SEND early support process and allocation of resources, and Social Care advice for EHCP's.

The Early Help Coordinator will provide support for Early Help practitioners to ensure early identification of needs, and completion of Early Help Assessment and Plans for children and families at risk of poor outcomes. This will be achieved through raising knowledge, skills and confidence of professionals in the Early Help process so that more children and families receive Team Around the Family (TAF) support including children with SEND, preventing the need for specialist services.

The Early help Hub Coordinator will ensure that the outcomes for Supporting Families, are identified and achieve payment by results in line with government guidance.

The Early Help Hub Coordinator will liaise closely with MASH Social Care colleagues to ensure the two teams work to ensure there is no drift and delay in helping children and families.

To help support and coordinate Team around the Family (TAF) and Team around the School (TAS) meetings as required.

Key Accountabilities

- To lead the day-to-day work of the Early Help Hub, including SEND early support, Social Care advice for EHCP's, and Supporting Families Programme. Working with professionals and partners to ensure the correct interventions are in place at the right time to achieve improved outcomes.
- Support delivery of Early Help Training Programme
- Lead and co-ordinate multi-agency universal responses at a local level to improve outcomes for Supporting Families and achieve payment by result (PbR) outcomes in line with DCLG guidance.
- To be the lead contact for external and internal professionals who are seeking advice and guidance to ensure a coordinated response to those families who are already in receipt of support from agencies who require Early Help following assessment in MASH, or a request from partners such as schools, health professionals or the police.
- Manage the Early Help Hub team of contact workers, assessing a high volume of cases coming through the front door, but not requiring a statutory assessment, offering advice, guidance, and support to referrers, professionals and parents as appropriate and deciding on level of support / response.
- As the Coordinator you will be involved in managing the effective screening, triage, and allocation of cases, provide oversight, direction and coordination of complex case work supporting better outcomes for families. You will be involved in providing management oversight and review of cases for closure.
- Support, manage and advise the Early Help Hub workers who will be providing advice and guidance to professionals.
- Develop and facilitate a range of partnerships with agencies who work within statutory and early help services across Swindon supporting the development of their knowledge of Supporting Families and Early Help Services
- Use negotiating and influencing skills to identify and enable different agencies to undertake lead agency responsibilities within the Early Help and Supporting Families agenda. This includes modelling the skills and attitudes that foster family centre working and ensure that children and families are fully informed of support and advice available to them.
- To ensure that monitoring and statistical information is up to date for the Early Help Hub, including SEND early support, and Supporting Families claims are managed alongside the data team to ensure payment by results are claimed.
- To manage change within Swindon Borough Council and with partners when new processes and procedures are adopted within Early Help Hub, SEND Early Help and Supporting Families.
- Assist with the recruitment, selection and induction of staff and manage their performance through regular supervision and appraisal following the agreed policies.

- Delegate areas of work as appropriate.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work.
- Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Contribute to and participate in his/her own personal development Programme.
- Undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post.

Supplementary Accountabilities

- To participate in the staff appraisal process, maintaining records of personal development and training using the I-Trent system.
- Because of the nature of the work and in accordance with the demands of the service, you will be required from time to time to work outside normal office hours, including evening and weekend working, for which time off in lieu of payment should be taken at a time agreed with the Team Manager. Overtime will not be paid

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable experience of work within Early Help
- Knowledge and understanding of the Supporting Families programme
- Special Education Needs, and Disability (SEND) knowledge.
- Demonstrable working knowledge of relevant legislation, guidance and policy context relevant to the service area
- Skills in staff supervision and development
- Demonstrable ability to organise and prioritise work appropriately
- Ability to translate complex information into an appropriate format that may be understood by a wide audience.
- Ability to negotiate with and motivate staff and partners, children, young people and their families to engage with appropriate services.
- Commitment to team work and engagement
- Commitment to multi-agency working across a range of services to promote better outcomes for children and families.
- A working knowledge of performance management and service development
- Excellent interpersonal skills
- Computer literate with working knowledge of Microsoft office and other software packages including case management systems such as Capita One, Care Director etc

- Ability to work to tight deadlines in often pressured environments

Qualifications

- Professional qualification in a related field
- Supervisory qualification or equivalent experience

Decision Making

- Day to day decision making in the management of caseloads.
- To be able to identify safeguarding concerns and act appropriately working to agreed procedures.
- To have the ability to analyse and evaluate conflicting opinions and communicate relevant information to parents and other professionals.
- To address and minimise risk in the work environment undertaking risk assessment as required

Creativity and Innovation

- To respond to situations and use knowledge and experience to offer guidance and tailored support to children and their families in crisis, to safeguard and promote their welfare

<p><u>Job Scope</u></p> <p>Number and types of jobs managed Senior EH hub worker EH hub contact workers (average 6)</p> <p>Typical tasks supervised/allocated to others Daily work plans Requests to contact partners, schools, families etc. Follow up process work</p>	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Children and their families
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations
- Supporting Families Board Members
- Early Help Teams
- MASH Team
- Other service areas across the Council

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at

SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

The role can involve contact with families in crisis where situations can be emotionally stressful, and where there is potential for verbal abuse and aggression. Therefore, personal resilience will be required to endure such situations.