



Role Profile

Job Title: Senior Early Help Hub Worker	Role Profile Number: SO00040
Grade: N Salary:	Date Prepared: November 2019 Reviewed June 2021
Directorate/Group: Children	Reporting to: Early Help Hub Coordinator
Structure Chart attached:	No

Job Purpose

The role of the Early Help Hub is to provide; Early Help; Early SEND funding; Social care advice for the EHCP process; Supporting Families coordination; Support to schools and early help professionals in the communities: Prevent the escalation of children and young people to statutory Social Care services.

The Senior Early Help Hub Worker will support the management and developing of an expanding Early Help Hub, as well as undertaking operational activities providing advice and guidance on Early Help planning for children and families at risk of poor outcomes including children with SEND.

As a Senior, you will be required to lead on the management of complex cases, providing opportunities for those that you support and supervise to learn from your knowledge and experience through coaching and mentoring. You will be involved in screening, triage, allocation of cases, provide oversight, direction and coordination of case work supporting better outcomes for families. You will also be involved in reviewing cases for closure ensuring best practice and outcomes have been achieved.

The post holder will work with schools and other partners to support the coordination of Early Help across Swindon, supporting them in the completion of Early Help Assessments, and Team Around the Family meetings (TAF) as necessary. This will be achieved through raising knowledge, skills and confidence of professionals in the Early Help process that more children and families receive a Team around the Family, whilst preventing the need for specialist services.

You will be involved in supporting partners to identify early SEND funding needs, support the allocation of such funding, as well as completion of social care advice for the EHCP process.

As a Senior Early Help Hub Worker, you will be involved in ensuring that outcomes for Supporting Families are identified and, achieve payment by results in line with government guidance.

Key Accountabilities

- Support the management of the Early Help Hub by providing oversight and guidance to Early Help Hub Workers on the coordination of Early Help Support to families including those with SEND across Swindon
- Lead on tracking the impact of the Early Help Hub, increasing the number of Early Help Assessments completed by use of data to support reporting
- Lead on organising the Quality Assurance of Early Help Assessments and Plans, and develop process of feedback to professionals to ensure assessments and plans are holistic and outcome focused
- Support Coordinator with ongoing development of procedures and guidelines to ensure an efficient and effective service
- Provide support and supervision to staff as delegated by the Coordinator.
- Lead on the Induction and mentoring of new staff
- To work within Early Help, SEND, 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.
- To support the SEND funding, and social care advice for EHCP processes within the hub.
- To work in a multi-agency way to improve outcomes for Supporting Families and achieve payment by result (PbR) outcomes in line with MHCLG guidance.
- To be the lead contact for 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.
- To lead on complex cases coming through the front door, but not requiring a statutory assessment, offering advice and guidance and support to referrers, professionals and parents as appropriate. Visiting families and agencies as required.
- Support and advise lead workers within the Early Help, SEND and Supporting Families agenda.
- Work closely with the Team Manager and Coordinators in developing new and innovative ways of working to improve outcomes and work with children, young people, parents and communities to support their input into the design, delivery and evaluation of services.
- To input information on direct work undertaken onto systems for the Early Help Hub to enable accurate

data and reporting.

- To support on change within Swindon Borough Council and with partners when new processes and procedures are adopted within the Early Help Hub and associated functions.
- 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 Early Help Hub Coordinator commensurate with the grade of the post.

Supplementary Accountabilities

- To advocate on behalf of children and families.
- 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:

- Experience of supporting and supervising staff
- Demonstrable experience of work within Early Help
- Knowledge and understanding of SEND
- Knowledge and understanding of the Supporting Families Program
- Demonstrable working knowledge of relevant legislation, guidance and policy context relevant to the service area
- Commitment to multi-agency working across a range of services to promote better outcomes for children and families.
- Thorough knowledge and understanding of safeguarding
- Knowledge of assessment and planning for children and families

- Proven experience of using a variety of approaches to encourage initial and sustained engagement by families including assertive outreach, persistence, motivation and empowerment.
- Experience of working with issues of conflict and confrontation and an ability to diffuse difficult situations
- Knowledge and ability to work within a local community of diversity and diverse needs.
- Computer literate and working knowledge of relevant IT software packages
- Ability to prioritise your work and meet deadlines
- Ability to build effective relationships with children, young people and families in the community to ensure that all health, educational, emotional, physical and social needs are met.
- Ability to work autonomously and as part of a team.
- Ability to handle complex and challenging situations.
- Ability to attend, contribute, and facilitate relevant meetings to ensure the best possible outcomes.
- Ability in both written and verbal communications.
- A genuine desire to work closely with and support families in crisis/difficulties.

Qualifications

- Educated to A Level Standard, recognised qualification in a relevant field i.e. family work, social care, SEND, housing, youth and community (qualified grade) or an ability to demonstrate recent, relevant and substantial experience (unqualified).

Decision Making

- The post holder will be making decisions about allocation of work to Early Help Hub Workers, they will be advising workers, as well as professionals in the community about the coordination of early help support and services available.
- The post holder will report for supervision to their Early Help Hub Coordinator, and through supervision will receive guidance on decisions relating to their work.
- The post holder must always respect the 'rights' of children, young people and families to be fully involved in the decision making process.
- Decisions about the needs of the child including SEND
- Decisions about child protection and safeguarding matters

Creativity and Innovation

- To be able to work flexibly to meet the needs of children, young people and families.
- To be able to identify effective methods of engaging children and families.
- Prioritise and manage workload using a wide range of strategies.
- Working in partnership with other agencies to support the individual needs of the child, young person and family

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>Early Help Hub Workers and/or Business Support Staff. (between 3 – 6)</p> <p>Typical tasks supervised/allocated to others</p> <p>N/A</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Own laptops etc.</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, young people and families
- Team members; wider children’s services teams
- Colleagues from across the authority
- Schools, voluntary and other outside organisations
- Wide range of groups and organisations from which to canvass support for volunteers

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

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	