



<b>Job Title:</b> Early Help Hub Worker	<b>Role Profile Number:</b> EO00076
<b>Grade:</b> M <b>Salary:</b>	<b>Date Prepared:</b> June 2018
<b>Directorate/Group:</b> Children's Services	<b>Reporting to:</b> Early Help Hub Coordinator
<b>Structure Chart attached:</b>	

## Job Purpose

The role of the Early Help Hub is to provide Early Help and Troubled Families 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 Hub Contact Worker will be to work with schools and Early Help services across Swindon to support them in the completion of Early Help Records and Plans and provide advice and guidance on Early Help planning for children and families at risk of poor outcomes. This will be completed through raising knowledge, skills and confidence of professionals in the Early Help process that more children and families receive a Team around the Child without the need for specialist services, whilst ensuring that outcomes for Troubled Families are identified and achieve payment by results in line with government guidance. The Early Help Hub Contact Worker will work within the Early Help Hub on contacts and undertaking work directed by the Early Help Hub Coordinator.

## Key Accountabilities

- To work within the Early Help Hub and Troubled Families Programme, working with professionals and partners to ensure the correct interventions are in place at the right time to achieve improved outcomes.
- To work in a multi-agency way to improve outcomes for Troubled Families and achieve payment by result (PbR) outcomes in line with DCLG guidance.
- To be a 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.
- Work on 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 as directed by the Early Help Hub Coordinator and going out to agencies with direction from the Early Help Hub Coordinator.

- Support and advise lead worker responsibilities within the Early Help and Troubled Families agenda.
- To input information on direct work undertaken onto systems for the Early Help Hub.
- To support on change within Swindon Borough Council and with partners when new processes and procedures are adopted within Early Help Hub or Troubled Families.
- 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 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, he/she 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 Troubled Families programme
- 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 attend and contribute to relevant meetings to ensure the best possible outcomes.
- Ability in both written and verbal communications.

**Qualifications**

- Recognised qualification in a relevant field i.e. family work, social care, housing, youth and community or an ability to demonstrate recent, relevant and substantial experience

**Decision Making**

- The post holder will report for supervision to their Early Help Hub Co-Ordinator, 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 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><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>•</li> <li>• N/A</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>•</li> <li>• N/A</li> <li>•</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>/No</p> <p>.</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)*

- 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 through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

## **Other Key Features of the role**

*(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).*

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	