

Job Description



Job Title: Early Help Family Navigators	Service Area: Early Help Partnership Team	
Directorate: Brighter Futures	Post Number: tbc	Evaluation Number: tbc
Grade: Scale 6	Date last updated: May 2022	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

The role of the Family Support Navigator is an important component of Early Help delivery in Newham. The aim of this role is to help families to navigate the Early Help System by signposting families to services within their local community to access the support they need when they need it.

The Family Navigator's role will be crucial in connecting families to existing support including those that are provided by our local Voluntary, Community and Faith organisations, schools, Children's Centres, Health and Adult Social Care partners.

The postholder will strengthen links with the Social Prescribers Team to ensure that there is seamless support for children, young people and adults within the family.

This role will also help us to identify the gaps in current provision and inform future opportunities for service development.

The Family Support Navigator will provide a point of contact, supporting families to increase their confidence and encourage meaningful engagement with relevant support services/organisations.

The Family Support Navigator will apply a whole family outcome focused approach, working closely with a range of partners to meet the needs of families and young people up to the age of 18.

Job Context

1. The post holder is part of the Early Help Service which is committed to working with families to bring about positive and measurable change.
2. The post holder reports to the Early Help Coordinator
3. The post holder has no line management or budgetary responsibility.
4. The post holder will be required to work between the hours of 9 – 5 Monday to Friday.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

1. Provide a contact point for families and professionals who would like early help information and signposting in relation to available local community activities and services for children and young people and their families
2. Capture the needs of children, young people and families to understand gaps in service provision.
3. Provide additional assistance to support families to access services for the first time (i.e. attend appointments or groups for the first time with parents).
4. Promote the use of the Family Information Service (FIS) and Journey of the Child directory of services.
5. Be the designated link to a number of schools, Children's Centres, community hubs and GP surgeries and have a regular presence at these venues.
6. To capture service user feedback to demonstrate outcomes/impact
7. To act in accordance of Children's Safeguarding procedures and other associated policies and procedures.
8. Support families to access greater levels of support where necessary by referring them to Children's Services.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA

METHOD OF ASSESSMENT

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KNOWLEDGE:

A local resident and/or knowledge of the borough of Newham and the community that it serves

Application Form/Interview

Enthusiasm for and commitment to Early Help aims and principles

Application Form/Interview

Good understanding and awareness of safeguarding principles and issues, including risk assessment.

Interview

An understanding of delivering culturally appropriate

Interview

services that are responsive to the needs of children young people and their families	Interview
QUALIFICATIONS:	
A good quality all round education i.e. GCSE A – C or equivalent in core subjects	Application Form
A commitment to on the job training and development	Application Form
EXPERIENCE/SKILLS/ABILITIES:	
Experience of working and supporting vulnerable children and families community settings.	Application Form
Able to speak an additional community language (i.e. Bengali, Ukranian, Urdu, Tamil, Romanian etc).	Application Form
Experience of working as part of a multi-disciplinary team;	Application Form/Interview
Experience of partnership working to achieve desired results;	Interview
Experience of responding effectively to safeguarding issues and concerns;	Interview
Experience of working with a range of professionals, external partner agencies and service providers.	Interview
Approachable and a good communicator, both verbally and in writing.	Application Form/Interview
Knowledge of the physical, emotional, intellectual and social needs of children, young people and families	Application Form/Interview
Integrated multi agency working processes and practices for safeguarding children, young people and vulnerable adults	Application Form/Interview
Values and principles underpinning a whole family and outcome focused approach	Application Form/Interview
Persistent and proactive approaches in engaging families	Application Form/Interview
Establish and maintain professional boundaries	Application Form/Interview
A sound understanding of statutory and voluntary provision for children and families at a local level	Application Form/Interview
Understand information sharing, consent and confidentiality	Application Form/Interview

Problem solving skills – ability to be innovative and find creative solutions to implement change.	Application Form/Interview
An Understanding of a range of evidence-based programmes, interventions, services, networks and community resources available, and how to access them.	Application Form/Interview
Strategies to build parental self-confidence, capacity and resilience.	Application Form/Interview
Father inclusive practice.	Application Form/Interview
Ability to manage time effectively, prioritise, co-ordinate tasks and meet deadlines.	Application Form/Interview
Negotiation and mediation skills.	Application Form/Interview
Effective interpersonal skills including ability to work effectively as part of a team and in partnership with a range of external agencies.	Application Form/Interview
To be able to demonstrate at all times the requirement to focus on the needs of the child and family.	Application Form/Interview
The ability to reflect and evaluate to improve working practice.	Application Form/Interview
IT literate – Microsoft packages (Word, Excel, PowerPoint, email).	Application Form/Interview
Personal Qualities:	
The ability to work flexibly to meet the needs of the Service.	Interview
Non-confrontational approach to problem solving.	Interview
Open, honest and assertive manner.	Interview
Supportive and challenging.	Interview
Ability to respect confidentiality.	Interview
Commitment to high quality service delivery.	Interview
Good team player.	Interview
Enthusiastic.	Interview
Persistence.	Interview
Empathy and positive regard.	Interview
Warm, respectful and sensitive.	Interview

OTHER SPECIAL REQUIREMENTS:

- This role is subject to an Enhanced DBS check and is exempt from The Rehabilitation of Offenders Act (1974).

Application Form