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| Job Description |  |

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| **Job Title: Family Hubs Manager** | **Service Area**: Family Hubs and Prevention | | |
| Directorate: Children and Young People’s Service | **Post Number:** | **Evaluation Number:**  7501 | |
| **Grade: PO5** | **Date last updated:** February 2025 | | |
| **People at the heart of everything we do**  We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.  **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.  **Corporate parent**  We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017. | | |

Overall Purpose of Job

To provide placed-based leadership, delivery and coordination of designated Family Hub locality area(s) in partnership with the community and local authority services. The postholder will manage and coordinate the work of Family Hubs across Newham, providing a responsive and high quality service to children, young people and families. They will support the implementation and embedding of Newham’s Early Help Framework and Lead Practitioner practice model across Newham through coaching community professionals, providing training and creating communities of practice.

Job Summary

1. The postholder reports to the Service Manager – Family Hubs and Prevention.
2. The postholder has line manage responsibility of up to 6 direct reports including Practice Development Coaches, MASH Early Help Practitioners, Front of House Officers, Co-Production Lead and Information and Referral Officers.
3. The postholder will be based in Family Hub locality areas.
4. The postholder may be required to work evenings, weekends and occasional public holidays, to meet service requirements.

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.*

To undertake all responsibilities listed below:

1. To be responsible for the operational delivery of the Hubs on a daily basis, ensuring the Family Hubs are welcoming, with appropriate allocation of resources to respond to service needs.
2. To work with community and voluntary sector groups to identify and engage seldom heard families who might benefit from services offered by Family Hubs and find ways to engage with them through outreach work.
3. To line manage staff in hubs, providing ongoing supervision, support and development opportunities to ensure they are equipped to provide advice and guidance to families in a relational manner.
4. To coordinate, lead and oversee the Locality Integrated Leadership Teams (ILT) and locality areas, providing place-based leadership and partnership collaboration to meet the needs of resident and families.
5. To coordinate the production of the quarterly Family Hubs Brochure and Start for Life Offer in collaboration with the Comms Lead.
6. To coordinate and oversee Operation Encompass, Early Help Lead Practitioner Panels and other universal support systems to upskill the wider early help workforce.
7. To oversee internal processes, ensuring the timely progression of referrals to Children’s Centres and other identified universal services.
8. Support families’ seamless transition from universal services to targeted, specialist or statutory services where necessary and ensure that there is continued support regardless of what interventions families are receiving.
9. To lead and embed co-production and co-design practices through community participation, consultation and involvement in Family Hubs so that services are resident-led, accessible and targeted towards families with the greatest level of need.
10. To develop and manage effective communication channels with a wide range of stakeholders across Children and Young People’s Services and external agencies including, schools, health and voluntary, Community and Faith organisations.
11. To develop and manage information systems and protocols for sharing information between agencies and services, and engage and support universal and early help services during the transition to common information sharing and case management processes.
12. To establish and coordinate a robust quality assurance framework to monitor and evaluate the impact and outcomes of Prevention and Family Hubs work in universal services.
13. To support the implementation of Working Together to Safeguard Children 2023 Guidance and embed Newham’s Early Help Framework within the community.
14. To establish pathways to Help and Support across Universal Services, Early Help Services and voluntary organisations through programme development, training, one-to-one advice, coaching and the facilitation of the Lead Practitioner networks and Panels for case discussion and support.
15. To ensure the consistent application of thresholds and effective working between services working with and for local children and families.
16. To promote and raise the profile of services, ensuring that all relevant stakeholders are aware of service provision, pathways and joint working protocols.
17. To develop, in association with the Service Manager, Family Hub Locality annual action plans, based upon Family Hub core services, national performance indicators and analysis of local need.
18. To provide monthly performance reports and management information to the Service Manager and at additional times as requested throughout the year.
19. To be responsible for the implementation and oversight of hub based systems for data collection and for the evaluation of services delivered within the Hubs(s) to inform service planning and priorities at local level.
20. To assist the Service Manager by creating and providing presentational briefings and update information to stakeholders and other partnerships as directed.
21. To be responsible for the Health and Safety of children, families, staff and other stakeholders whilst they are in the Family Hub, adhering to legislation, local policies and procedures, undertaking risk assessments and taking appropriate action where issues are highlighted.
22. To participate in learning opportunities and developments in practice.
23. Participate fully in supervision and management meetings.
24. Access ongoing professional development and training opportunities.
25. Keep up to date of early help developments, service provision and pathways to support to inform decision-making and appropriate support to families.
26. To develop community knowledge and links and use this for the benefits of children and families and also for the development of the service

**Other Duties**

1. To work alongside other  senior colleagues from Children’s Social Care,  Education, Health, Public Health, Housing and Voluntary sector as part of the Council’s commitment to providing an early response to vulnerable children and their families.
2. Working together with the Family Hubs and Prevention management team to lead developments across Newham.
3. Ensure that service delivery complies with all LBN policies and procedures, monitor staff awareness of their responsibility to work within policies and procedures, and address any incidents of non-compliance.
4. To provide an inclusive and culturally senstive service which promotes equality, diversity and rights for all children, young people, and their families.
5. To undertake any other duties as may be deemed necessary to carry out the full remit of the role.
6. To work closely with other agencies, universal partners, involved in the lives of the children, to work towards better outcomes.

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| Personal Specification |  |

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| Directorate: Children and Young People Services | **Post Number:** | **Evaluation Number:**  **7501** |
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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. |

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| **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** |
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| **CRITERIA- Essential** | **METHOD OF ASSESSMENT** |
| **KNOWLEDGE:**  Knowledge of Children Services including early help services and statutory provision.  An awareness of relevant children’s legislation and policies.  Good understanding and awareness of safeguarding principles and issues, including risk assessment.  An understanding of delivering culturally appropriate services that are responsive to the needs of children young people and their families | Application and Interview  Application and Interview  Application and Interview  Application and Interview |
| **EDUCATION/QUALIFICATIONS**  Educated to Degree level or equivalent level  Hold a management qualification or equivalent professional experience.  A recognised and relevant qualification in education, psychology, social care, youth work or childcare.  Evidence of Continuous Professional Development  Training and understanding in systemic principles and trauma-informed approaches. | Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview |
| **SKILLS AND ABILITIES:**  Ability to write concise reports and have excellent verbal communication skills.    An ability to build rapport and build relationships with stakeholders and to be able to coach staff in developing their practice.  To respect and appreciate diversity and promoting an understanding of diversity issues in work with vulnerable children, young people and families    A high level of consultative, interpersonal,  communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner    Ability to lead, taking an overview of the work of the team, and allocating work to staff in line with experience and ability.    An ability to build rapport and build relationships with children and parents and to be able to coach staff in developing and strengthening their ability to do the same    Ability to both undertake and promote the use of summary, analysis and evaluation of complex information.    Ability to prioritise, monitor and be accountable for family support work through supervision of staff.    Ability to ensure that staff respond in a timely manner to all contacts from children and their families    Computer literacy skills necessary to work with information management systems and produce good quality data in a variety of formats.  The ability to work with word processing packages at a speed commensurate with the responsibilities of the role.    An ability to develop effective interagency working processes.    Ability to actively support and promote equal opportunities    To be able to thrive in a complex environment and demonstrate resilience.  To demonstrate continuing development, related to practice and contribute positively to the process of supervision and appraisal.  Demonstrable IT skills and competence and transferable skills and the capacity to use them and undertake further training to harness their potential in supporting the work of the service.  Ability to integrate an equalities, social inclusion and valuing diversities approach in service delivery.  **EXPERIENCE:**  Experience of managing of multiagency team of professionals and working in partnership with external agencies.  Experience in working with families with complex and entrenched needs and intervening successfully  to effect change    Experience of managing risk appropriately in complex cases    Experience of chairing meetings including team meeting; strategy meetings; multi-agency professional and child in needs meeting    Experience of having worked successfully with staff, colleagues and others in supervisory or coaching/mentoring capacity.  Demonstrable evidence of experience of delivering or facilitating training | Application/Interview/Test  Application/Interview/Test  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview  Application and Interview |
| **PERSONAL STYLE AND BEHAVIOUR:**  Good communication with the ability to negotiate effectively and achieve desired outcomes.  Ability to organise task and workload independently and meet timescales, demonstrate accountability and seek appropriate management input where needed.  Solution focused and possesses the ability to remain agile and creative in delivery. | Application Form/Interview  Application Form/Interview |
| **OTHER SPECIAL REQUIREMENTS**:  Commitment to applying equality and diversity principles and applying this to own practice.  To provide additional duties as required by the service. This includes, but is not limited to, supporting other team members, and adapting to changing priorities and workloads.  The role may require evening or weekend duties outside of regular working hours  This role is subject to an Enhanced DBS check and is exempt from The Rehabilitation of Offenders Act (1974). | Application Form/Interview  Application Form/Interview  Application Form/Interview  Satisfactory clearance at conditional offer stage |