

## JOB DESCRIPTION

<b>Job Number:</b>	H1350
<b>Service:</b>	Operations Group - Learning and Achievement - Children's Centre Services and Traded Units
<b>Job Title:</b>	Early Help Officer - Children's Centres
<b>Reports To:</b>	Service Manager - Early Help Services
<b>Main Purpose of Job:</b> Briefly – what is the job there for and why is it being done? Please attach an organisation chart to show clearly, the department structure and where the job fits with this.	
<p>The postholder will work with the Service Manager - Early Help Services to co-ordinate the provision of appropriate Early Help services for children and families across a District or Borough Council area. Responsible for the day to day operational activity within the Children Centre hubs within a District or Borough Council area. Will work closely with the Business and Data Manager to ensure resources are targeted at areas of need and improvements are made and with families to support the emotional, social, physical and educational development of their children, responding frequently to immediate need and urgent referrals.</p>	
<b>Main Responsibilities and Duties:</b> What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.	% of Time
In line with the County Plan and Children's Centre outcomes, assist the Service Manager - Early Help Services to plan the development of Early Help services through the provision of effective Centre based and outreach family support services across the area. Maximise opportunities for multi-agency contributions to family plans and ensure that services have a particular focus on the needs of the most vulnerable families.	10%
Ensure that the services meet the identified standards laid out in the Ofsted Children's Centre Inspection Framework 2013.	15%
Manage and deploy a team of professionally qualified staff and volunteers working in Children's Centre services across the area including recruitment and selection, deployment and direct line management of between 4-7 posts ensuring that staff receive on-going training appropriate to their needs and the development of services.	5%
Deploy Children's Centre services resources across the area and respond to the needs of families and individuals within the community. Encourage active use of the Children's Centre buildings by other schools, health colleagues and community groups. Initiate and support the development of	10%

new activities and initiatives. Establish mechanisms for identifying the needs and gaps in services in the local community.	
Take a lead responsibility for drafting the annual Self Evaluation framework process and improvement plan. Allocate activities and compile monthly monitoring report for the Service Manager. Carry out an analysis of programmes to ensure they are having the expected impact and are undertaken in a cost effective manner taking full account of the views and wishes of parents/carers, children and the local community.	15%
Improve outcomes for children and parents in disadvantaged areas. Engage closely with other agencies and key partners in identifying needs and service provision in the area.	5%
Work closely with colleagues in Children's Social Care to promote the safeguarding of all children. Monitor the welfare and outcomes of children including those who are subject to a Child Protection Plan. Where necessary write and present reports relating to child protection and childcare proceedings and court appearances as required. Oversee any required family assessments within the frameworks of the department.	5%
Provide a service, which values and respects the race, religion, language, culture and needs of all the children and families using the services. Ensure relevant policies are in place and are implemented, including Child Protection.	10%
Ensure the arrangements are in place to safely and effectively manage Children's Centre premises in the area. Maintain an awareness of and work within the Health and Safety framework, including fire drills. Manage risk assessments and ensure they are update and revised as necessary.	2%
Lead and actively participate in the involvement of families in the development of services, that are welcoming and accessible and to actively participate in the delivery of those services. Ensure that staff work in partnership with families to the benefit of the children. Listen to families and children and ensure services meet the individual's identified needs. Will work with parents who have learning difficulties and mental health issues.	10%
Develop, monitor and maintain appropriate systems for receiving referrals for early help services using the Common Assessment Framework to ensure accurate assessment of needs and to involve parents and partner agencies in the development of a support or intervention plans. As part of a quality assurance process undertakes reviews of CAF and case file audits to ensure assessments are being carried out in line with the continuum of need and intervention thresholds. Together with the Service Manager, develop and maintain systems, which will ensure a consistent and coherent approach to planning and delivery of quality provision. Carry out regular reviews of families and individuals using the centre, ensuring a multi-disciplinary approach to their needs.	3%

Promote life-long learning opportunities and family learning, liaising and working with other multi-agency providers to deliver Adult Learning programmes. Facilitate as necessary the training and development of staff, students and volunteers. Work with families to assist the emotional, social, physical and educational development of their children.	5%
Work closely with schools, pre-school provisions and other voluntary and statutory agencies, and ensure that services are connected. Develop close partnership working with other local initiatives for the benefit of children, families and communities, resolving service-connection issues.	5%
<b>Facts and Figures:</b> Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.	
<p>Children's Centre services operate on a number of sites across an area which generally holds between 400 and 1,000 children. They and their families may access any of the services provided by the Children's Centre.</p> <p>The postholder will be responsible for the management of Children's Centre service staff, volunteers and students.</p> <p>The postholder will have day-to-day responsibility of at least one Children's Centre Hub building and for other sites which will be used for the delivery of family support and other activities across the area.</p> <p>Assists the Service Manager in the management of finance and resources across the area and has a day-to-day responsibility for the budgets for the Children's Centre Hubs. Work with the Business and Data Manager to ensure appropriate financial management of the services, ordering goods, monitoring budgets, etc.</p> <p>Some cash handling responsibility typically up to £500.00 per week through payments for sessions held at the centre or elsewhere, and through a petty cash account.</p> <p>This post is subject to clearance of a DBS (Disclosure and Barring Service) check.</p>	
<b>SUPPORTING PROCESSES</b>	
<b>Problem Solving and Creativity:</b> Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?	
<p>Work to implement the Early Help Strategy by disseminating good practice through innovative ways, such as, responding to referrals in a flexible, professional manner and developing specific programmes for individual families in involving a range of agencies as appropriate.</p> <p>Use the Common Assessment Framework as a basis for involving families and other relevant agencies in the assessment of need and development of family plans and appropriate interventions.</p> <p>Listen to the needs of families and continually develop services based on their requirements. Develop and evaluate projects, constantly prioritising the needs of the</p>	

families. This requires close partnership working with other agencies as outlined in the Early Help Strategy.

Ensure that the service is well managed and staffed; managing staff annual leave, sickness and vacancies by the use of sessional workers.

Regularly meet deadlines set by the DfE and Local Authority in a flexible manner. Marketing a positive image of the service and ensuring the Children's Centre Hub buildings and delivery points reflect quality and consistent service.

Constantly develop innovative ways of communicating with parents, professionals and voluntary agencies and the wider community.

**Decision Making:** Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.

Manage and deploy the budget and other resources to ensure that services are adequately staffed on a daily basis. A Centre budget, including staffing, would typically be in the range of £100,000 to £250,000.

Plan and organise programmes, activities and family interventions across a number of sites and ensure the appropriate staff are deployment.

Ensure good practice in relation to all activities, interventions and issues concerning the protection of children.

Ensure the health and safety of staff and service users and to act appropriately at times of crisis.

Responsible for the recruitment and selection of staff and the management of staff performance. Work closely with the Service Manager to ensure that the purpose and philosophy of the service is met and the direction of the service is in line SCC policies and the Ofsted Inspection of Children's Centres Framework 2013.

**Physical Effort and Working Conditions:** Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.

Take the lead in situations where service users or staff might be at risk and report the actions to the Service Manager.

The work involves varying, though significant periods of standing, walking and some manual handling of persons and equipment in a range of different sites and in the homes of service users. Noise, some outdoor work and client personal hygiene requirements impact on the normal working environment. There is a potential of exposure to verbal, physical abuse or exposure to risk of acquired infection affecting personal safety relating to the provision of care. Manual handling of play equipment involved in outdoor play with children. Additional lifting and transport of equipment in relation to home visits and to outlying communities.

The postholder may occasionally be working on their own (in accordance with SCC's lone working policy) and may be required to travel across the county and/or work

from a number of delivery points as and when required.

There may be occasions when the postholder may be flexibly deployed to other parts of the service where their skills in working with families could usefully support service pressures and needs.

**Contacts and Relationships:** *Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.*

Develop strong working relationships with members of the community and service users to ensure the needs of families are met.

Early Help services are dependent on good multi-agency working and the postholder needs to have skills in relating to all families and their children and have good working relationships with staff and volunteers to ensure that staff work professionally, sensitively and in partnership with other agencies in all their interactions with services users. Monitor and ensure standards are met at all times.

Develop the implementation of the Early Help Strategy and use of the Common Assessment Framework to create multi agency plans and appropriate interventions for families. Offer support, advice and guidance to families relating to the provision of services and to signpost them to other sources of help.

Assist the Service Manager to liaise closely with members of the Area Advisory Board and local elected members across all three tiers of local government.

**Additional Information:** *Anything else which is relevant to the job which is not adequately covered elsewhere.*

None.

**Knowledge, Skills and Experience: (To be completed by the Line Manager)** *The minimum general education standard, qualifications, training and level of experience required by the job holder to be fully effective in the job. Note that this information should relate to the requirements of the job and not what may be available from existing job holders.*

Possession of early years teaching qualification, possession of an appropriate qualification in Leadership and Management such as NPQICL, CACHE, Degree level in Children and Education, BTEC in Early Years, social work, NVQ 4 or equivalent, or experience of working at this level.

A variety of experience working with children and families in a children and families professional environment with significant work experience. Management experience, leadership, negotiation, multi-agency working, project management skills.

Personable, sensitive with listening skills, organisational, ICT and budget management skills.

**Agreed** that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: ..... Date: .....

Line Manager: ..... Date: .....

Designated Senior Manager: ..... Date: .....

April 2014