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| **Role Title** | Neighbourhood Family Outreach Manager |
| **Job Family** | People |
| **Location** | **Early Help** |
| **Scale** | **PO2** |
| **Purpose**  The Family Hubs programme is a three year Government funded programme and funding is circa £3.9m across the programme  Family hubs are a place-based way of joining up locally in the planning and delivery of family services. They bring services together to improve access, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family support. Family hubs offer support to families from conception and two, and to those with children of all ages, which is 0-19 or up to 25 for those with special educational needs and disabilities (SEND), with a great Start for Life offer at their core.  Our new family hubs will be based in neighbourhoods offering families health services, employment support, creative play and parenting programmes. We know that families need support and activities no matter the age of their children and our new hubs will offer relevant support for different stages of family life  **The family hub will be a one stop shop to access the support you and your family need and will be available outside of the regular 9-5 hours. NB the phone line operates 5-9 Monday to Friday and 10 – 2 on Saturdays**  The purpose of this role is to manage the neighbourhood outreach workers to ensure they provide the best possible support in their community, reaching those who have been previously under serviced and creating neighbourhoods where fun, creative and educational activities are within reach of all families. The role will involve direct outreach work and cover for staff absences  Our team has a shared sense of unity, support and community building at the heart of what we do.  The role will also link closely with the family engagement advisor who are providing direct ‘in reach’ services to families who need additional information and low level support | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Deliver a specialist service, which meets customer / stakeholder requirements. Support the development of the service, using customer / stakeholder consultations to inform requirements. | Work is completed on time and to the required standards.  Customer / stakeholder expectations are managed in relation to what can be delivered.  Service reflects customer / stakeholder requirements / needs, within organisational constraints.  The service is delivered to organisational requirements. |
| Maintain all required records and information. Analyse and interpret complex information, for input into reports. | Procedures are adhered to and all information is correctly recorded and processed.  Accurate, complete and relevant information / records / reports are provided for internal and/or external use. |
| Develop specialist documents / materials / activities to support / promote the service area. | All materials / activities are delivered to the required standards and timescales.  Communications are clear, well planned and effectively targeted. |
| Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area. | Expert advice, information and support are provided on the full range of issues within the field of expertise.  Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied. |
| Maintain information systems which support the specialist area. Contribute to the development of these systems. | Changes to systems, are identified and recommended. Systems meet operational requirements. |
| Work closely with others to clarify changing customer / organisational requirements. | Customer requirements are identified and documented. Improvement opportunities are identified and recommended. |
| Develop good working relationships, develop community links and  communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. | Specialist work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Best practice is shared. |
| Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. | Work complies with all safeguarding policies and procedures that apply to the role.  Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and minimises risk to health and wellbeing. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post. | Safeguarding standards are monitored and maintained in compliance with Council policy |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |

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| **Job Specific Accountabilities:** |  |
| Supervise and lead the team of outreach workers, ensuring they have the necessary resources, training, and guidance to effectively support families in need. | A positive and supportive team culture that values collaboration and ensure best practice |
| To be flexible and confidence in working with senior leaders developing  Family Hub services. | The promote the outcomes of outreach workers to various platforms |
| Develop and implement outreach strategies to identify and engage families requiring support, especially underserved communities – to include  Increase uptake of childcare vacancies and other family hubs services. Support and promote the parenting offer across the borough. | Family Hubs achieve their specific targets for engaging families and brokering them into childcare vacancies and other children and young people services.  Families are signposted to information about benefits and housing services; brokerage is available for those families unable to navigate the system. |
| Coordinate accurate records of outreach activities, and progress of families supported.  Share regular reports on the effectiveness of outreach initiatives, outcomes achieved, and areas for improvement. | The effectiveness of the outreach work is reported and make necessary adjustments based on feedback and outcomes. |
| Management and delivery of the family support phone line offering quality advice and guidance to families. | Parents are able to receive immediate support over the phone which can be followed up with a home / face to face visit if necessary. |
| Work independently and manage your own workload where necessary. | Support parents and carers with a focus on improved outcomes. |
| Lead the outreach work with schools, children and family centres / family hubs, childcare providers and the Voluntary and Community sector to ensure that parents and carers have relevant and up to date information on the service offer. | Strong collaborative relationships with schools children and family centres / family hubs, childcare providers and the Voluntary and Community sector are provided information that parents and carers need about their service. |
| Develop a good relationship with the faith community and the Voluntary and Community sector. | Access parents and carers to ensure they are knowledgeable of and can access the Family Hubs offer. |
| Use locally available data to actively engage with parents and carers from underserved communities. |  |
| Provision of outreach in the homes of parents and carers and other settings between 10am – 2pm. | Encourage face to face engagement with the Family Hubs.  Introduce parents and carers to the Family hubs offer by accompanying them to Family Hubs sessions. |

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| Key contacts are, all schools, children and family centres and childcare settings and practitioners staff and service users.  Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.  Deal with people at all levels confidently, sensitively and diplomatically. |

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| Support and promote the parenting offer across the borough. | Families are signposted to information about benefits and housing services; brokerage is available for those families unable to navigate the system. |

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| **Procedural Context** |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council procedures.  Reports to Area Manager |

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| **Resourcing** |
| Budget Responsibilities**:** None  Supervisory Responsibilities: **Supervisory Responsibilities:  Line management of 4 x Neighbourhood Outreach team members.** |

**Competency Level: All Colleagues**

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| * Excellent interpersonal skills. Ability to negotiate and persuade and build and maintain effective working relationships at all levels. Ability to communicate with, engage and influence customers, partners and stakeholders. * Resilience, flexibility and experience of change management. * Experience of partnership working. * Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. * Proven initiative and judgement to identify and resolve problems * Good ICT skills - both standard Microsoft applications and specialist systems. |
| **Indicative Qualifications**  English and Math (or equivalent) qualification  Educated to NVQ 4 / degree standard or equivalent or willing to work towards level 4. |

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.