

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Children's Services	SERVICE GROUP: P&EH
POST TITLE 'Helping Hands' FN Worker (family navigator)	REPORTS TO: Family Hub Team Manager
GRADE: Band 7	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post: Max 3 sentences

1. The post holder will provide a whole family service - meet and greet as well as support services for children, young people, families and other agencies/partners within the Family hub. Dealing with and resolving requests for information / support / help in the Family hubs, acting as a 'bridge' between families, the community and our Family Hub services.
2. The post holder will often be the first point of contact for families and will be required to provide whole families access to targeted support: including digital support, practical hands on support i.e. physically taking families to appointments and services, booking appointments and must be able to speak to other Hub practitioners to flag concerns about multiple complex problems, should the need arise.
3. The post holder will be required to be trained to have a basic level of understanding and knowledge about a range of services within the Family hubs in order to be able to identify issues, provide prompt and effective support, information and advice, supporting professionals in the Family Hub team to engage with whole families.

The term '**families**' is used to include children, young people, parents, relatives and significant people in whole family terms.

1. Being an effective first point of contact for families, ensuring wider needs are identified and addressed, in line with the Start for Life and Supporting Families guidance.
2. Identifying and coordinating the needs of a family as soon as they present in a Family hub and if necessary recording this in a simple assessment.
3. Being proactive and finding ways to engage hard to reach/isolated families to ensure they have a positive experience of services, including door knocking and visiting families in their homes and other settings.
4. Embed the approach, the workflow and tools, from signposting to registering a family for other services, booking appointments and follow-ups and if necessary texting and reminding families of appointments, collecting and transporting.
5. Provide assertive and persistent support to ensure effective engagement so that families feel safe and confident to participate in activities, problem solving as required.
6. To provide a wide range of family friendly advice and support, including physical support to access digital information – print off relevant information and materials in a suitable format for family's needs.
7. To maintain information systems and updating of distribution lists, notice boards and to retrieve and disseminate information as appropriate for the needs of the service and families, including the family hub websites, facebook pages and other digital media as required.
8. Responding to routine letters and emails – excellent use of IT and keyboard skills.
9. Arrange meetings on behalf of families and staff, including co-ordination of diaries and arrangements for meeting rooms.
10. Assist with the arrangements of events / conferences/ flyers.
11. Prepare information to help place orders for materials, stationery and other items and check delivery notes and invoices, as required.
12. To participate in in-service training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.
13. To comply with all policies and procedures, guidelines & codes of practice as laid down by the Council, Children's Services and contributing to review as required.
14. To engage with professional supervision, appraisal, team and practice development in line with the Bradford Behaviours
15. . Record activity and results, accurately and in a timely manner, to support project evaluation as well as funding and research requirements.
16. Develop and maintain excellent working relationships with a range of partner organisations and services. •
17. Make recommendations to raise standards of practice and service delivery if required
18. Attend regular team meetings and other organisational meetings as required
19. To undertake any other duties commensurate with the grade and overall level of the post.

<div> <div>Service Manager</div> <div>Family Hub Manager</div> <div>Meet and greet helping hands worker/family navigator</div> <div>Link to Families and Young people's information system Manager</div> </div>	
Special Knowledge Requirement. Will be used for shortlisting. Max 10	
	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	x
<p>Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Lower threshold level – where the person is able to demonstrate that they can during the interview:</p> <p>a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to.</p> <p>b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.</p> <p>or the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children's centres) – where the person is able to demonstrate that they can during the interview:</p> <p>a) Can express themselves fluently and spontaneously , almost effortlessly</p> <p>b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language</p> <p>If this applies to the post you are recruiting select the level ie either Threshold or Advanced level most appropriate to the post and remove the other level from the Job Profile.</p>	x
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work.	x
Uses a range of complex IT packages relating to area of work.	
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	x
Knows and understands how to use, interpret, handle and communicate Information for self and others.	x
Effective communication and engagement with children, young people and their families, recognising the importance of children's voice	x

Competency Based Job Profile

<ul style="list-style-type: none"> • building trust and establishing relationships • listening, building empathy and using clear language appropriate to age, ability, culture and personality • summarising, explaining options, consulting and involving children and young people and carers and colleagues in decisions and courses of action. 	
Understand the working requirements necessary to provide a service that directly or indirectly supports colleges, schools and nursery providers to raise the achievement of children and young people in Bradford	
<p>Safeguarding and promoting the welfare of the child and young person. This requires understanding what harm or abuse is, recognising it and responding to it proportionately</p> <ul style="list-style-type: none"> • assessing risks and emotional resilience • synthesising and analysing information • reflecting and making informed judgements • acting within local procedures, arrangements and resources • aware of own limits and boundaries and others roles 	x
Able to work on own initiative and manage the competing demands by effective self-management, motivation and prioritisation.	x
<p>Supporting Transitions between common stages of development, services or particular life changes such as loss and separation, asylum, pregnancy, mental health, disability or consequences of crime</p> <ul style="list-style-type: none"> • identifying transitions and their potential impact • supporting, explaining and developing confidence within others. 	x
Relevant experience requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.	
<p>Recent experience of directly delivering information, brokerage and/or support services to support children, young people and their families.</p> <p>A relevant and recognised qualification relating to family support, health, education or social care is desirable</p> <p>A first level degree is desirable.</p>	
2 years experience of working with, disaffected and/or disadvantaged children and young people and their families.	
Relevant professional qualifications requirement: Will be used for shortlisting	
Core Employee competencies to be used at the interview stage.	
Carries Out Performance Management	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
Communicates Effectively	
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and	

sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to work evenings, weekends and bank holidays as required by the needs of the service to meet the needs of the client group.		
Must be able to work across the District as necessary to meet the needs of the service.		
Must be able to use public transport with families, physically supporting babies and young children.		
Must be able to work evenings and weekends as required by the service.		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance Enhanced DBS check required.		
The post holder is required to have a useable car available at all times for the transportation of families when necessary. The post is designated Casual Class 1 Car User status for the better performance of the duties for which the HMRC rate is payable.		
No direct supervisory responsibilities but may offer guidance and support to colleagues, students, trainees and apprentices.		
Compiled by: Date: Cath Dew 30 November 2022	Grade Assessment Date: 31 January 2023	Post Grade: Band 7