

Role Title: Family Navigators
Salary: Band 7
Location: Family Hubs
Report to: Family Hub Managers

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

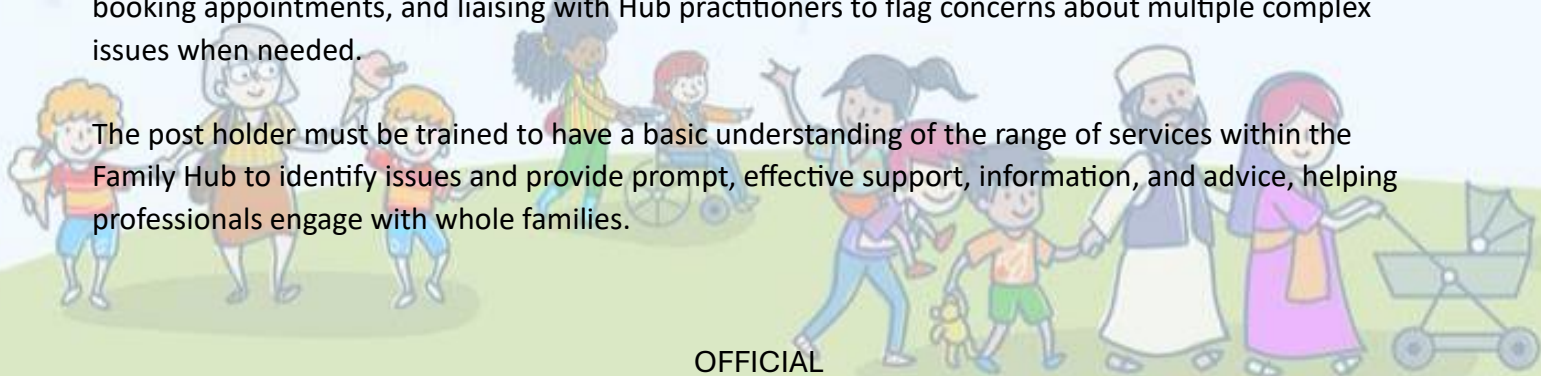
We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Job Overview

The post holder will provide a whole-family service within the Family Hub, including meet-and-greet and support for children, young people, families, and partner agencies. They will handle and resolve requests for information, support, and help, acting as a bridge between families, the community, and Family Hub services.

They will often be the first point of contact and must provide families with access to targeted support, including digital help, practical hands-on assistance such as accompanying families to appointments, booking appointments, and liaising with Hub practitioners to flag concerns about multiple complex issues when needed.

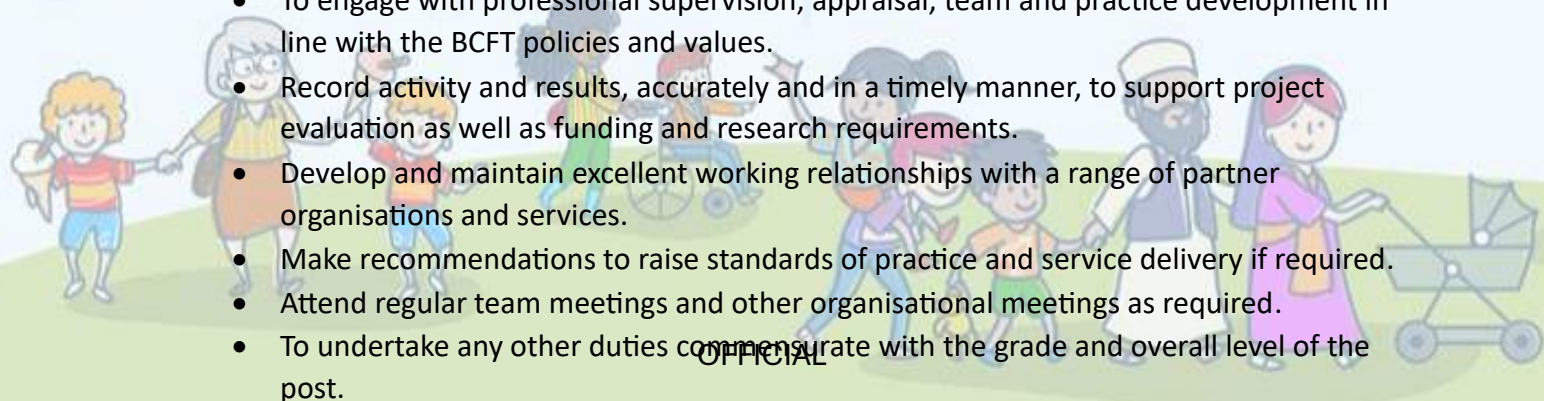
The post holder must be trained to have a basic understanding of the range of services within the Family Hub to identify issues and provide prompt, effective support, information, and advice, helping professionals engage with whole families.



Main Duties and Responsibilities

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

- Being an effective first point of contact for families, ensuring wider needs are identified and addressed, in line with the Best Start in Life and Supporting Families guidance.
- 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.
- 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.
- 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.
- Provide assertive and persistent support to ensure effective engagement so that families feel safe and confident to participate in activities, problem solving as required.
- 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.
- To maintain information systems, including involvements and lead practitioner assessments.
- Update 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.
- Responding to routine letters and emails – excellent use of IT and keyboard skills.
- Arrange meetings on behalf of families and staff, including co-ordination of diaries and arrangements for meeting rooms.
- Assist with the arrangements of events / conferences/ flyers.
- Prepare information to help place orders for materials, stationery and other items and check delivery notes and invoices, as required.
- 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.
- 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.
- To engage with professional supervision, appraisal, team and practice development in line with the BCFT policies and values.
- Record activity and results, accurately and in a timely manner, to support project evaluation as well as funding and research requirements.
- Develop and maintain excellent working relationships with a range of partner organisations and services.
- Make recommendations to raise standards of practice and service delivery if required.
- Attend regular team meetings and other organisational meetings as required.
- To undertake any other duties commensurate with the grade and overall level of the post.



About You

We are looking for applicants who can demonstrate that they meet the following requirements:

Education

A relevant and recognised qualification relating to family support, health, education or social care is desirable.

Experience

Essential Experience

- The applicant is required to provide evidence of having previously spoken fluently to members of the public.
- Recent experience of directly delivering information, brokerage and/or support services to support children, young people and their families.
- Experience of working with, disaffected and/or disadvantaged children and young people and their families.

Desirable Experience

- Experience in Family Hubs, Children's Centres, Early Help or education.
- Experience contributing to or delivering group-based early years activities.

Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested.

We are an equal opportunities employer.

