

Family Hub Navigator

Role Profile

Service: Children's Services, Family Hubs
Band: Band 4
Reporting to: Trafford Families Lead
Responsible for: No direct reports



TRAFFORD
COUNCIL

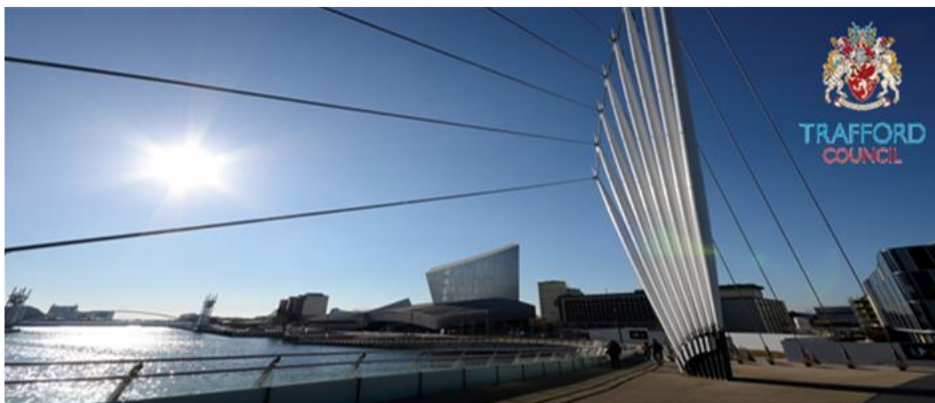
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

You will be part of the Directorate for Education, Standards, Quality and Performance working under the Head of Service for early Years and Family Help. Through our newly developed Early Family Help offer, we are committed to delivering the right support at the right time, and in the most effective way for children and families who need support. We aim to use the least intrusive approaches possible to safely ensure children grow up in an environment where they are safe, happy, have positive and secure relationships and can fulfil their potential.

Your Main Priorities

- Offering support to children and families that focusses on relational practice conversations to signpost them to appropriate support services.
- Empowering families to make effective choices to explore activities and opportunities.
- Improving outcomes for children and families by delivering evidence-based interventions to groups or on a one-to-one basis.

Key duties

- As part of the Family Hub Team, acting as first point of contact for people accessing family hubs, providing information and advice and guidance, signposting to other services if appropriate.
- Providing face to face contact, phone, online and email contact as well as home / community visits to support children and families to access support and services.
- Promoting the services of partners including VCSFE, housing services, mental health services and debt management services to accommodate the needs of people, making links where appropriate with Community Hubs.
- Actively promoting services and activities to support the change of preconceived conceptions and break down barriers to participation.

- Capturing the needs of children, young people and families to support the service's understanding about gaps in service and inform commissioning priorities.
- Assisting customers to access services as required by acting as their support when initially engaging with services.
- Providing support to ensure that the Family Hub Digital offer is promoted, accessible and up to date.
- Offering a fully inclusive service that meets the needs of all people paying particular attention to potentially vulnerable groups.
- Co-planning and facilitating universal groups for families as required within the Family Hubs eg. Stay and Play, family drop in's etc.
- Delivering evidence-based initiatives in universal/targeted groups and/or on a one-to-one basis to improve outcomes for children and families (eg. Home learning, parenting and relationship support and programmes).
- Maintaining up to date and accurate manual and computer records, in line with departmental regulations and the recording policy.
- Providing reception cover as required in Family Hub delivery spaces.
- Undertaking any other duties that commensurate with the grade which may be from time-to-time required by management.

About You

Qualifications and Professional Development

- NVQ Level 3 qualification or equivalent in information, advice and guidance, social care or relevant subject.
- Commitment to personal and professional development.

Experience and Knowledge

- Experience of working with people who may experience disadvantage and who need support to access support and services
- Experience of working with people who may be in crisis in a calm professional manner to support them to access appropriate support and services
- Experience of partnership working with a range of partners including VCSFE sector
- Experience of using technology to engage with people (Zooms/ Teams)
- Experience of use of databases to record activity
- Knowledge and understanding of child development, safeguarding pathways and family support

Skills and abilities

- Excellent communication skills both written and verbal
- Be highly visible, welcoming, motivated and approachable
- Excellent interpersonal skills, showing compassion and empathy as needed with the ability to communicate with a range of customers via phone, email and face to face
- Excellent listening skills with the ability to actively question based on what service users communicate
- Ability to plan activities, resource and develop provision to support children's needs and development based on emerging themes
- Capable of delivering and facilitating groupwork sessions to others, presenting to a wide variety of audiences and of using ICT as an aid for training
- Ability to maintain professional judgement at all times
- Ability to deal with vulnerable people and situations and to refer to other services dependent on the needs of the service user
- Organised with the ability to manage workload and deadlines
- Competent ICT and keyboard skills, using a range of office applications, software packages and systems

Special Conditions

- Enhanced DBS Disclosure
- Willing and able to travel to sites within the Trafford Borough

Date prepared/revised	16/10/2023 /Version confirmed via consultation May 24/Updated 12.2.26
Prepared/revised by	ZS/ VB
Job Evaluation	7.12.23 / Re-evaluation 12.2.26

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.