

Northumberland County Council
JOB DESCRIPTION

Post Title: Family Hub Manager	Director/Service/Sector: Children, Young People & Education/ Children's Social Care, Young People and Families		Office Use
Band: 8	Workplace: Based in Family Hub(s) covering a designated area in the county.		JE ref: 4273 HRMS ref:
Responsible to: Family Help Locality Manager	Date: Feb 2023	Manager Level: Family Hub	
Job Purpose: To work in partnership with the local community and other stakeholders to manage, coordinate and deliver Family Hub provision in a designated area in the county, ensuring local integration of family services, in accordance with relevant legislation, standards and guidance.			
Resources	Staff	Staff at 1/2 Family Hubs (up to 20); Students and Volunteers	
	Finance	Contribute to managing Hub based operational budget(s) up to 500k	
	Physical	Responsible for security and maintenance of Hub building(s) and Hub resources/equipment	
	Clients	Parents/carers to be, families with children aged 0-19 , key partners in the statutory and voluntary sector, elected members;	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. To lead in the coordination and delivery of Family Hub provision within a designated area, including where there is a local need, responsibility for a thematic lead across the area (e.g. health and family support, early years, community and partnerships) 2. Play a lead role in securing the best possible Ofsted outcomes for the Hub and for your specific area of work 3. To lead the development and maintenance of local community consultation, participation and involvement in Family Hubs so that services are accessible to all families in the reach area but resources are targeted towards families in greatest need. 4. Contribute to operational management of the hub(s) budget within a designated area and/or relating to a thematic lead; reporting to the Locality and Finance Manager as required and ensuring services offer value for money; 5. To assist the Locality Manager in developing Family Hub action plans, based upon Family Hub core services, national performance indicators, and analysis of local need. 6. To lead and develop local protocols, policies, procedures and service level agreements with children's centre staff and key partners to ensure the use of Family Hub buildings is coordinated to support the delivery of local services and effective integrated working. 7. To be responsible for safeguarding of children and families accessing the Family Hub , working cooperatively with partner agencies, ensuring that policy and procedure are adhered to and that appropriate action is taken where a child or young person is at risk of or is being significantly harmed. (Where a 			

health & family support thematic lead is needed, to act as the Family Hub lead safeguarding advisor, with responsibility for quality assuring induction, training and support of staff and of the hub(s) local policies, procedures and practice in relation to safeguarding matters).

8. To be responsible for the Health and Safety of children, families, staff and other stakeholders whilst they are in the Family Hub , adhering to legislation, local policies and procedures, undertaking risk assessments and taking appropriate action where issues are highlighted.
9. To supervise, manage and direct members of staff through regular formal sessions and provide ongoing informal support, providing training for staff though team meetings and specific workshops.
10. To assist the Locality Manager to develop and maintain appropriate local governance arrangements, providing training and reports to the Family Hub advisory boards and developing and leading local stakeholder groups as appropriate.
11. To be responsible for the implementation and oversight of hub based systems for data collection and for the evaluation of services delivered within the Hubs(s) in order to inform service planning and priorities at local level;
12. To be responsible for development and updating of the self evaluation form and service plans throughout the year to ensure content and quality is monitored by the Locality Manager and by the Local Authority.
13. To participate in multi-agency groups to influence the integration and improvement of family services in the locality and across the county, assisting with local developments and partnerships as agreed by the Locality Manager and any Advisory Board.
14. To participate in the recruitment and selection of Family Hub staff, leading on their further training and professional development, as directed by the Locality Manager.
15. To assist the Locality Manager by creating and providing presentational briefings and update information to stakeholders and other partnerships as directed
16. To carry out other relevant tasks as required, commensurate with the grade of the post.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Must be able to meet the transport requirement for the post.
Working patterns:	Full time, occasional evening and weekend working required
Working conditions	Based at Family Hub(s)) but regularly required to travel to hubs /outreach posts and other venues across the locality

Northumberland County Council
PERSON SPECIFICATION

Post Title: Family Hub Manager	Director/Service/Sector: Children, Young People & Education/ Children's Social Care, Young People and Families	Ref: 2065
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Relevant professional qualification (e.g. social work, health, youth or community work, teaching etc) <u>or</u> qualified to degree level Knowledge of current policy and legislative agenda in relation to families. Knowledge of current policy and inspection frameworks, standards and guidance relating to Family Hub provision. Demonstrable knowledge of child development and impact of disadvantage on outcomes for children. Linked to thematic lead, knowledge of current policy, legislation and practice in relation to child and family health, safeguarding and family support, community development</p>	<p>NPQICL (National Professional qualification in integrated centre leadership) Management Qualification or training. Knowledge of pedagogy for the 0-6 age range or youth work Relevant post qualifying training</p>	
Experience		
<p>2 years WTE post qualification experience in working with and delivering services to children and families, Experience of working as part of a team. Experience of multi-agency working. Substantial experience of direct work with children, families or parents/communities, in homes and/or community settings, including vulnerable families or groups. Demonstrably able to involve local people in community development and capacity building programmes. Where required, specific practice experience linked to thematic lead (child and family health, safeguarding and family support, community development <u>or</u> early years).</p>	<p>Experience of supervising staff and/or students. Experience of project evaluations. Experience of undertaking community consultation Experience of working with children and families under five. Experience of delivering parenting programmes and family interventions Experience of safeguarding practice.</p>	
Skills and competencies		
<p>Demonstrable interpersonal and communication skills, able to communicate effectively with a range of partners and service users. Ability to lead, plan, and evaluate services. Ability to organise services, resources and deploy staff effectively Numerate and able to manage operational budgets</p>	<p>Experience of and skills in identifying and bidding for additional funding sources.</p>	

<p>Able to adapt to changing circumstances, develop new services where necessary and use resources to build services around needs. Able to develop hub policies and procedures. Able to promote sustainable development of Family Hub services which fully involve and build the capacity of the community. Ability to manage own work load and that of others effectively. Able to work in a non-judgemental, non stigmatising way, promoting equal opportunities and anti-discriminatory practice.</p>	<p>Experience of and skills in project/service development. Ability to use computer based systems and software packages.</p>	
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Physical, mental and emotional demands		
<p>Ability to manage competing workload demands and priorities Ability to manage conflict and respond to complaints from users or partner agencies Ability to work to deadlines for budgets and performance management Ability to analyse information including numerical data Physically capable of discharging the full duties of the post.</p>		

Other		
<p>Motivation Commitment to the Family Hub vision and to improving outcomes for families . Commitment to continuous improvement and community involvement. Able to meet the transport requirements of the post. Able to work flexible hours as necessary.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits