

Job Description

Early Help Assistant

Known as: Best Start Inclusion Practitioner
(statutory title required by DfE)

Reference: C030
September 2026

Job Family:	Care / Early Help and Prevention
Level:	2
Band:	5
Career Track:	Technical, Professional & Supervisory

Job Purpose

To support families with children with emerging or identified additional needs, to access support through Best Start Family Hubs. The role focuses on early identification, intervention and family engagement, working collaboratively with multi-agency partners including health, Early Years Inclusion Consultants and Portage Home Visitors to ensure every child achieves the best possible start in life. The postholder will provide flexible support across Family Hubs and community settings and home visiting, promoting inclusive practice, strengthening child development outcomes, and enabling families to confidently access appropriate services at the earliest opportunity.

Duties and Responsibilities

- Build and maintain trusted relationships with children, families and carers to enable effective engagement and support.
- Provide practical, emotional and developmental support to families in home, community and Family Hub settings, including group and outreach delivery.
- Support families to understand child development, early learning and SEND needs, promoting confidence, resilience and involvement in their child's development.
- Enable families to access appropriate services and entitlements, including Best Start Family Hubs and early years provision, without delay or duplication.
- Provide practical strategies and modelling to promote inclusive parenting approaches and support early learning at home.
- Identify emerging developmental needs and SEND early, using observation, engagement, and evidence-based tools.
- Deliver advice, guidance and short interventions, contributing to improved developmental outcomes and supporting personalised plans.
- Monitor progress and escalate appropriately, recognising early signs of delay or additional need and contributing to review processes.

- Work collaboratively with multi-agency partners, including health, early years settings, SEND services and Family Help teams, to deliver coordinated support.
- Act as a key link between families, settings and professionals, contributing to multi-agency meetings and ensuring appropriate information sharing.
- Support smooth transitions into early years education and between services, including working with settings to implement inclusive approaches.
- Contribute to service development and inclusion pathways, sharing insights on emerging needs and supporting local and national early years and SEND reforms.

Person Specification

Professional and Technical Requirements

Qualifications

- Relevant Level 3 qualification in early years, education, health, SEND or child development.
- Willingness to undertake further training (e.g. Early Years Inclusive Practice & SEND, Portage Workshop, safeguarding)

Knowledge, Skills and Experience

- Experience of working with children and families in a support role
- An in-depth understanding of child development.
- Awareness of SEND and inclusive practice
- Experience of multi-agency working
- Knowledge of safeguarding procedures
- Understanding of the Early Years Foundation Stage (EYFS)
- Knowledge of local authority Early Help systems
- Ability to engage hard-to-reach or vulnerable families
- Empathy and a non-judgemental approach
- Good organisational and record-keeping skills

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

Relationship builder - You quickly establish mutual respect and trust, building long lasting relationships with others.

Emotionally intelligent - You draw insight from your own emotions and those of others to show empathy.

Authentic - You are self-aware and true to yourself in all situations, even when under pressure

Inclusive - You recognise everyone as an individual. You accept people for who they are and treat everyone fairly. You actively encourage and provide opportunities for others to share ideas and contributions.

Resilient - You have inner composure, recover quickly from setbacks and learn from them.

Desirable

- Level 3 SENCO Award or relevant qualifications in Early Years Inclusion and SEND
- Knowledge of local support services for families with 0 - 19yrs (25yrs SEND) and the relevant referral pathways
- Experience of planning and delivering activities for families, including adults.

Additional requirements

- A full driving license with use of a car with business insurance.
- Need to visit children and their families and attend meetings pertaining to the care of the young people throughout Northumberland.
- Flexible approach to the hours of working to accommodate changes in working patterns at short notice.
- The post holder is expected to promote and safeguard the welfare of children and young people they are responsible for or encounter, in line with the organisation's safeguarding policies.
- This post is subject to an Enhanced Disclosure and Barring Service (DBS) check, including a check against the barred list for working with children and/or vulnerable adults."