

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Early Help Support Officer	Grade: Scale 3-6
Section: Participation	Directorate: Children's Services
Responsible to following manager: Catherine Keevil	Responsible for following staff: NA
Post Number/s: LY229WB	Last review date:

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

The borough's Early Help Offer is delivered through three THRIVE Wandsworth clusters. Each cluster is made up of three teams with a focus on: Early childhood and Early learning, Young people and Family support and SEND and Inclusion.

Job Purpose

The Thrive Helper will work as part of the Early Help Division's model for providing services to families with children from 0-19 years and up to 25 years with SEND. The postholder will contribute to the Early Help Offer by supporting the Early Help Practitioners to deliver the early help programme across a cluster and will provide a welcoming face to families attending activities or visiting one of the hubs. The postholder will support staff to deliver a whole family approach and be part of an

integrated team that includes the family, partner agencies and the local community.

Specific Duties and Responsibilities

- To support the early help team in a cluster to deliver a range of activities from different hubs in the cluster
- To receive a variety of visitors and young children with disabilities to the centres, directing them appropriately and informing relevant staff/partner members in a professional and courteous manner. Ensure all visitors sign in and out and issue each visitor with a visitor's badge, which should be worn at all times whilst they are on the premises
- Provide help and information to all staff and partners in the building as required. To support families in accessing information about services on THRIVE Online and plan how they can use these services to support them by showing them how to use THRIVE Online's Wellbeing Wheel.
- To support the early help team in a cluster to engage children, young people and families in services
- To make sure that children, young people and parents, particularly those who are new to the hubs or activities feel welcomed and understand what services are available to them
- To work as part of a team and be sensitive to a diverse community and the differing needs and experiences of children and families
- To report any concerns or worries about a child, young person or family to a safeguarding lead or senior member of staff in line with process and procedures
- To ensure that the venue for activities is clean and safe and that when activities have finished all equipment is clean and tidy and stored away safely, ensure that reception, all communal areas, kitchens and toilets are checked, tidied and kept free from any hazards
- To participate and contribute to team meeting and supervision sessions
- To participate in any training and development that is required
- To be flexible and adaptable to working outside normal working hours and days and from different venues

Progression scale 4

- To have completed an Apprenticeship level 2 certificate in Young People and Workforce or Youth Work Practice

- Creates orders on the Council’s Integra ordering system on behalf of the EYISS Service as directed and within the service’s guidelines. Ensures that all processes are adhered to and orders have a clear audit trail
- Holds keys for all buildings, opening and locking the centres as and when required
- Complete the relevant daily centre checks such as building hazard and playground check sheets
- Answer all incoming calls to the main centres telephone number, dealing sensitively and helpfully with callers; taking accurate messages and distributing messages to health and children’s professionals in a timely manner.
- Holds keys for all buildings, opening and locking the centres as and when required.

Progression to scale 6

- To undertake whole family assessments with a family and develop a single plan of action for the whole family and partners that will help improve outcomes for children
- To act as the Lead Professional for a family who has an EHA and to co-ordinate the plan with the family and partners to ensure that it is being delivered.
- Inputs and uploads information to Mosaic as required. Ensures that this is done accurately and within set time frames.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond & Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

For the current structure please go to The Loop.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Richmond and Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
SEND Children and Young People.	X		
Ability to work well with others.	X		
Non-judgemental approach.	X		
Experience	Essential	Desirable	Assessed
SEND Children and Young People.		X	
Building trusted relationships with young people.	X		
Informal education.		X	
Skills	Essential	Desirable	Assessed
Group work.		X	
Effective communication.	X		
Problem solving skills.	X		

Qualifications	Essential	Desirable	Assessed
N/A			

A – Application form / CV

I – Interview

T – Test

C - Certificate