**Job Profile comprising job description and person specification.**

**Job description**

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| **Job Title:**  Outreach and Provider Support Officer | **Grade**:  SO2 |
| **Section:**  Early Help, Early Years and Intervention Support Services | **Directorate:**  Children’s Services Directorate |
| **Responsible to:**  EECP Service Lead | **Responsible for:**  N/A |
| **Post Number/s:** RWCOP01 | **Date:**  Nov 2018 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

Responsible to the EECP Service Lead for the following duties:

* To coordinate the outreach strategy for the EECP service (2YO/3YO/4YO/30hrs) with LA officers to ensure that it is fit for purpose with a focus on the most vulnerable groups identified in the local authority.
* To support the development of the marketing, outreach and publicity requirements for the EECP, this includes a strong focus on communication with residents of the borough, written and electronic communication, website with THRIVE Online, vacancies, Children’s Centre’s, community outreach and promotion of the scheme.
* To provide accurate data information to Senior Officers across the Early Help Division, Children Centres, Schools and Health, so that key strategic decisions can be made linked to provision, places and gaps for vulnerable groups within the 0-5 age group.
* To provide day to day system support in the delivery of the EECP direct to Early Years Providers (PVI/Childminders and Schools) and parents, both within the office and community outreach. With a focus on office-based work at key pressured times such as headcount and forecasting.

**Specific Duties and Responsibilities:**

1. To work with senior management and outreach team to develop an effective Outreach Strategy which is in line with Central Government policy, reflects the LA demographics and Ofsted requirements.
2. To liaise with Children’s Centre Outreach workers, EECP Outreach Officer, Wandle Early Years Hub (WEYH) and community officers to identify families who are entitled to the 2/3/4YO funding and the extended funding for working parents (30-hours free childcare) ensuring effective links are developed to support this group across the Early Years Provision and Children’s Centres.
3. To work with the Outreach service with the marketing and publicity strategy with a focus on the key super output areas within the Borough that identify groups who would qualify for the EECP offer. This involves direct communication with families, working alongside Early Years Providers and LA officers to ensure a joined up multi-agency approach to delivery of services.
4. To work with the EECP Outreach service with the promotion of the EECP funding which includes: website design; face to face and written communication. Ensuring that all agencies, professionals and Local Authority staff, interacting with families, are up to date with information on the offer, such as the eligibility criteria, signposting and accessibility.
5. Work with the EECP Outreach Service on the collection of up to date Early Years Provider vacancies to support the EECP programme. Developing places, identifying gaps and groups that are not engaging with services or the offer.
6. To ensure adequate monitoring systems are in place to track engagement and outcomes of targeted families identified by Central Government and LA, as required by Ofsted. Using tracking information to identify gaps and improvements for the use of strategic decisions by Senior Managers.
7. To increase and develop places for the 2/3/4YO and extended funding offer, identifying gaps and groups who are not engaging with services or the offer and supporting them in engaging with this offer.
8. Support senior management to identify key outputs and risk linked to the governments EECP strategy and the CSA.
9. Signpost queries regarding individual children from providers or lead professionals to relevant part of the Early Years’ Service to ensure a full package of support is identified and implemented for these children.
10. Participate in the implementation of changes resulting from service reviews and Central Government initiatives.
11. To provide day-to-day system support in the delivery of the EECP, especially during Forecast, Headcount and Census periods. Providing advice and assistance to the Early Years Provider sector to ensure that EECP processes and timescales are adhered to.
12. Any other duties, which the EECP Service Lead and Deputy Head of EYISS requires.
13. There is a requirement to work outside normal office hours, for examples special community events which present an opportunity to do outreach and promotion of the offer.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Duties**

N/A

**Current team structure**

Deputy Head of EYISS x 1

EECP Team Manager Lead Outreach & Provider   
Support Officer x 1

EECP Senior Administrator x 1

EECS Administrator (part time) x 1 Outreach & Provider  
 Support Officer x 1

Outreach & Provider Support x 2

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge** | |
| Proven experience in the field of customer service, outreach and the Early Years sector | I/A |
| A high level of IT knowledge including working with databases, bespoke EECP systems, maintaining and supporting others | I/A |
| A Good knowledge of Early Education and the Childcare Sector including Ofsted regulations | I/A |
| Knowledge of Equal opportunity policies | I/A |
| Knowledge of the governments statutory requirements linked to the EECP |  |
| Understanding of Safeguarding procedures and responsibilities in keeping Children and Young People safe in line with Council Policy. | A/I |
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| **Experience** | |
| Proven experience of working with Early Years Providers and parents/carers including direct communication (emails, face to face, phone and letters) and support to develop them of their knowledge of EECP | I/A |
| Proven Experience of using IT systems including databases | I/A/T |
| Proven experience of gathering key information and writing reports to report key findings. | I/A/T |
| Experience of outreach work in regard of the 2-3-4-year-old funding and 30-hour free childcare | I/A |
| **Skills** | |
| Can demonstrate the ability to work accurately whilst under pressure and meeting deadlines | I/A |
| Have a high level of literacy, numeracy and communication skills | I/A |
| Have a high level of Microsoft office skills | I/A/T |
| Self-motivating with excellent organisational skills including managing priorities and meeting deadlines | I/A |
| Good negotiating, influencing and assessment skills. |  |
| To be able to work as a productive member of a team supporting other team members | I/A |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**