



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: MASH Early Help Navigator	Grade: PO2
Section: Children and Families	Directorate: Children's Services
Responsible to following manager: MASH Advanced Practitioner / MASH Team Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: December 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

Early help practitioners will work in partnership with families and services to assess needs and plan responses to ensure positive outcomes for children and their families.



Specific Duties and Responsibilities

Responsibilities:

To work as part of a multi-disciplinary team and develop the early help approach within Wandsworth by modelling exemplary partnership working.

Use a relational approach of high support and high challenge in work with families, colleagues and partners

Empower families to manage their own needs by working with parents to develop the network of support they will need to ensure positive outcomes for their children

Be a source of access to information and give advice about services for early help

To provide advice and consultancy to professionals and other agencies about early help approaches and advise on appropriate referrals to services.

To ensure, in conjunction with the wider team, that safeguarding procedures are adhered to by recognising and taking action in relation to the safety of children where concerns of risk are identified.

To work with the MASH Social Workers, Advanced Practitioners and the MASH Manager in order to triage referrals where there is no consent, to best identify which service is appropriate to support the family.

To support the continuous development of early help practice and the embedding of the Outstanding Practice Framework.

To undertake other duties as required by managers in relation to early help activity.

To participate in training and development activities as necessary to ensure up to date knowledge and skills.

To take part in regular supervision, practice development groups and training sessions to ensure good quality practice of up to date knowledge, skills and continuous professional development

To comply with the requirements of all Wandsworth Borough Council policies procedures and staff instructions including responsibilities under the health and safety policy and procedures

To actively promote and support Wandsworth Borough Council's policies on Equal opportunities and to work in an anti- oppressive manner



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, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and 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.



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 Richmond & 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	Essential	Desirable	Assessed by A & I/ T/ C (see below for explanation)
Knowledge			
1. Knowledge, understanding of and sensitivity to the cultural needs of families	X		I
2. Knowledge of up to date safeguarding/information sharing and	X		A/I

other key legislation relating to children and their parents/carers.			
3. Relevant qualification for working in health, education, social services or the voluntary sector	X		A/I
4. An understanding of policies and issues surrounding equal opportunities.	X		A/I
5. Understanding of the issues face by children and their families and knowledge of appropriate service responses they require to achieve positive outcomes.	X		A/I
6. Thorough understanding of child development issues facing families with specific issues and the types of resources available to them.	X		A/I
Experience			
7. Direct experience of working with children and families to provide support and challenge.	X		A
8. Experience of working with key universal agencies – Head Teachers, Designated Safeguarding Leads, Service Managers, Heads of Service and Senior Managers in operational NHS settings.	X		A
9. Developing effective partnerships with families and with professionals	X		A/I
10. Experience of undertaking assessments of needs with children and achieving service delivery.	X		A/I
11. Knowledge of community based services that can support children, young people and families across the Borough.	X		A/I
Skills			
12. Ability to engage with families and professionals and understanding their position and concerns and identify responses that meet the needs of families.	X		A/I/T
13. Willingness to learn new skills, broaden and learn from experience		X	A/I
14. Ability to record using relational and respectful language.	X		



15. Computer literate, ability to create and update data bases, spreadsheets	X		A/I
16. Basic counselling skills	X		A/I
17. The ability to lead on a arrange of tasks / meetings to support the MASH's relationships with other agencies.	X		A/I
Qualifications			
18. Relevant qualification for working in health, education, social services or the voluntary sector.	X		A/I

A – Application form

I – Interview

T – Test

C - Certificate