

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Family Hub Connector	Grade: SO1/SO2
Section: Family Hubs & Childrens Centre	Directorate: Children's Services (CSD)
Responsible to following manager: Senior Early Help Practitioner	Responsible for following staff: N/A
Post Number/s:	Last review date: July 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

The Family Hub Connector will lead and deliver a range of interventions including targeted outreach and support, high quality Early Years learning based activities and groups using the Early Years Foundation Stage, Development Matters and the Best Start for Life – a Vision for the 1001 critical days for children and families, as well as connecting children and families to universal and targeted community services.

Family Hubs offer support to families with children of all ages, spanning from conception to 19 years or up to 25 years for those with special educational needs and disabilities (SEND), with the Start for Life offer at their core. Family Hubs bring services together to improve access, improve the connections between families, professionals, services, and providers, to put relationships at the heart of family support.

The Family Hub Connector will work within a team of multi-agency professionals, to deliver the Family Hub and Best Start for Life offer improving outcomes and to reduce inequalities between families with greatest need.

To work at the heart of the community, in family homes, supporting parents through evidence-based interventions to enable them to give their babies and children the best start in life to help them to achieve their full potential.

Specific Duties and Responsibilities

- . To maintain professional expertise in Early Years and work to promote the 1001 days agenda through targeted activities, including: -outreach and delivery of evidence-based interventions.
2. To lead and deliver high standard learning opportunities in both universal and targeted sessions based on the Early Years Foundation Stage, Development Matters, and birth to five matters.
3. To deliver the programme of activities and groups, lead on specific and identified projects from a variety of settings in the cluster that are in areas where we know there are high levels of need.
4. To reach out and engage 'seldom heard' families. To identify and help resolve barriers to access, enabling all families to access Family Hub Services across the clusters.
5. To work flexibly across a range of sites delivering sessions in the evenings and at weekends as required.

6. To lead on the assessment and tracking of target children across the prime areas of learning and identify those at risk of not meeting age related expectations and implement early intervention strategies.

7. 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 ensure that all services offered are inclusive.

8. To work as part of a multi-agency team, working closely with our partners in education, health, social care, and voluntary sector to support families to access

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.

Specific Duties and Responsibilities

1. To maintain professional expertise in Early Years and work to promote the 1001 days agenda through targeted activities, including: -outreach and delivery of evidence-based interventions.

2. To lead and deliver high standard learning opportunities in both universal and targeted sessions based on the Early Years Foundation Stage, Development Matters, and birth to five matters.

3. To deliver the programme of activities and groups, lead on specific and identified projects from a variety of settings in the cluster that are in areas where we know there are high levels of need.
4. To reach out and engage 'seldom heard' families. To identify and help resolve barriers to access, enabling all families to access Family Hub Services across the clusters.
5. To work flexibly across a range of sites delivering sessions in the evenings and at weekends as required.
6. To lead on the assessment and tracking of target children across the prime areas of learning and identify those at risk of not meeting age related expectations and implement early intervention strategies.
7. To work as part of a team and be sensitive to a diverse community and the differing needs and experiences of children and families ensure that all services offered are inclusive.
8. To work as part of a multi-agency team, working closely with our partners in education, health, social care, and voluntary sector to support families to access the full range of activities in the Family Hubs and Best Start for Life programme and integrated services, particularly targeting families that need the services the most.
9. To manage a case load and act as the Lead Professional for a family where appropriate, chairing, co-ordinating, and sharing information with the whole family and across the team around the family (TAF). To ensure regular reviews are undertaken, plans are up to date, and goals reviewed so that there is no drift.
10. To provide support to families in a way that encourages self-confidence and independence. To undertake home visits, telephone consultations, video calls and virtual meetings when necessary, complying with Risk Assessments
11. To provide good quality information, advice /signposting and practical support for families in a number of areas including child development, managing challenging behaviour, education, health issues, finance, housing, employment (not exhaustive list)
12. To ensure that children and families are safeguarded and that concerns are reported swiftly using the appropriate safeguarding processes and using required systems to record information appropriately.
13. To undertake impact evaluation using the designated tool with all families, groups or courses when starting and finishing work.

14. Ensure timely and accurate input and analysis of relevant data to record participation and impact of services, assess needs and identify gaps.
15. To maintain accurate records of all work undertaken with families in accordance with Council standards/expectations, using the council's data systems.
16. To attend meetings as required, both within Family Hubs or with external partners, to promote and strengthen the Family Hubs model.
17. To lead on the delivery of accredited parenting programmes and evidence-based workshops including contributing to the evaluation and any subsequent referrals and follow up.
18. To lead in facilitating and delivery of a Family Hubs forum for parents

S01 Grade:

- Must have acquired or working towards minimum level 3 qualification in childcare and education or primary education, work with parents, health, or social work.

Progression to S02 Grade:

Level 4 award in work with parents

- Experience of groupwork and parenting support
- Experience of support families with developing plans of support and case work recording.

Person Specification

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Responsible to: Senior Early Help Practitioner	Responsible for: N/A
Post Number/s:	Last Review Date: April 2024

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			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Of the Family Hubs – Best Start for Life, Early Years Foundation Stage/Development Matters & 1001 Days, and the relevance to targets groups	X		A/I/
Of the impact of trauma, adverse childhood experiences and poor attachment on children's development.	X		A/I/
Of the impact of assessing and tracking children's individual development and identifying emerging needs and relevant strategies to support this.	X		A/I/T
of safeguarding policies and processes.	X		
Experience	Essential	Desirable	Assessed
Of planning and delivering early years sessions and activities with measurable outcomes and evaluation to determine next steps for individual children	X		A/I/

good level of confidence and competence of using IT, MS Office, digital and social media platforms to support the work and engagement with families.		X	A/I/T
Of working to the standards of relevant Early Years and Early Help frameworks	X		A/I/T
Of engaging and working effectively with other multiagency professionals to embed sustained improvements for children and families most in need.	X		A/I/T
Of delivering groups and 1:1 targeted work with family and case holding	X		A/I/T
Skills	Essential	Desirable	Assessed
In communicating with children and families in an open, non-judgmental way, foster clear boundaries with openness and transparency.	X		A/I/
Ability to work collaboratively as a member of a team	X		A/I/T
Providing practical support and modelling to parents so they can be the best possible parent and understand their child's needs	X		A/I/T
In written and verbal communication, case recording & notes, letters, emails, texts, websites, publications, speaking in a clear and easy to read articulate style that supports children and family's engagement	X		A/I/T
Qualifications	Essential	Desirable	Assessed
A qualification at level 3 or above in related area of early years and education.	X		A/C
Level 4 Award in work with parents.		X	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate