



EARLY YEARS ALLIANCE
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

JOB DESCRIPTION

JOB TITLE: FAMILY HUB SUPPORT WORKER
BASED: PARK TOWN FAMILY HUB, LUTON
DEPARTMENT: BUSINESS DEVELOPMENT
RESPONSIBLE TO: SENIOR COMMUNITY LINK WORKER
RESPONSIBLE FOR: NONE

JOB PURPOSE: Based in Luton, and working across the borough, providing high quality universal and targeted services for families, as part of the Luton Family Hub's. The role will focus primarily on the antenatal and under-fives sessions but also signposting to wider family services. It will promote, amongst others, healthy infant feeding practices, parent infant relationships, and provide wider family support, with the aim of improving the life chances of children.

SAFEGUARDING REQUIREMENT:

The Early Years Alliance is committed to safeguard and promote the welfare of children and young people. It is a requirement of all staff that they share this commitment and follow the prescribed policy and procedures to continuously promote a culture of safeguarding across the whole organisation.

MAIN DUTIES:

1. Deliver antenatal and postnatal group sessions/programmes, alongside one to one parent support at Family Hub sites, as well as delivery and outreach sites together with virtual delivery. Actively promote the importance of the 1001 critical days.
2. Work closely with midwifery and health visiting services to enable mothers to access the right services at the earliest point in their parenting journey.
3. Plan and deliver high quality focused and universal sessions, including the evaluation of all sessions and activities to encourage the engagement of parents in their children's learning, development, health and wellbeing.
4. Provide support to new parents across Luton's diverse communities to help develop secure attachments and build strong parent/infant relationships.



5. Provide infant feeding support to families within sessions to encourage breastfeeding and promote responsive feeding to encourage healthy infant feeding practices and the parent/infant relationship.
6. Signpost and support families to access 2-year and 3-year funding entitlement as part of a whole family approach.
7. Contribute to raising awareness of the Start for Life offer for families, the Family Hub/Flying Start services alongside other local public health initiatives.
8. Provide accurate information by phone, email, in writing and in person to the families and professionals who contact the Family Hub/Flying Start working in a multi partnership approach with vulnerable families, health, social care teams and other professionals.
9. Ensure a welcoming inclusive environment and maintain equipment and other resources as directed by senior staff.
10. Complete and maintain accurate records. Provide data and information to support the completion of monthly and quarterly performance reports.
11. Understand and comply with the Early Years Alliance policies and procedures, including health and safety and child protection, in a manner that promotes equality of opportunity and access and fosters anti-discriminatory practice.
12. Perform all duties and responsibilities in compliance with the policies and procedures of the Luton Safeguarding Children's Board.
13. Maintain confidentiality and keep accurate up to date records within data protection guidelines.
14. Attend various marketing and partnership events as directed across Luton.

GENERAL DUTIES:

1. To attend in-service training as directed and required
2. To promote the work and raise the profile of the Early Years Alliance
3. To perform any other duties as deemed necessary

EQUALITIES:

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to learn and develop. They must have an understanding of and commitment to equality of opportunity and anti-racism issues.

POLICIES AND PROCEDURES:

The post-holder must be aware of and comply with all the charity's policies and procedures including those relating to: bribery and corruption, child protection, confidentiality, data protection, health and safety, security and signing agreement and contracts and financial.



This job description is not an exhaustive list of duties and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of the Early Years Alliance. You are also required to be flexible and adaptable with respect to your role.

PERSON SPECIFICATION:

Essential Criteria

1. NVQ 3 Early Years Care and Education or equivalent qualification, or in-depth proven experience of working with children and families, with a good working knowledge of the EYFS.
2. Proven effective communication skills – able to communicate effectively in person and in writing, with professionals, staff, early help and social care teams and other organisations.
3. Experience of a successful multi-agency approach with professionals, early help teams, social care teams and other early years settings.
4. Knowledge of the aims, objectives and ethos of Children's Centres/Family Hubs and other national developments of services for children aged 0-5 years.
5. Good understanding and knowledge of Safeguarding children and young people and relevant safeguarding processes and procedures.
6. Good IT skills including use of Microsoft 365 including Word, internet and email.
7. Commitment to Early Years Alliance aims and strategic objectives.
8. Understanding and commitment to equal opportunities, inclusion and diversity.
9. Willingness and commitment to undertake further training.
10. Work flexibly across the week, including Saturdays on a rota, and some twilight sessions, to meet the needs of Family Hub service delivery.
11. Able to demonstrate an understanding of the Alliance's performance standards and values.
12. Ability to travel to delivery sites across Luton.

Alliance Performance Standards and Values - Please refer to Appendix 1 for details of the Alliance Performance Standards and Values which all employees are expected to work to:

- Be responsible
- Be team focused
- Strive for excellence
- Be respectful
- Take pride
- Be open and honest
- Be mindful and supportive



Desirable Criteria

1. Good understanding of Luton.
2. Fluent in multiple languages.
3. Trained in an evidence-based parenting programme.
4. 2-day Local Authority Safeguarding children and young people certificate.
5. Knowledge and experience of the voluntary sector.

TERMS AND CONDITIONS:

Grade: 3A point 22

Salary: £10,595 per annum pro rata of £23,176 per annum

Hours: 16 hours per week / 52 weeks

Mileage Allowances: 25p per mile - from Family Hub base

Annual Leave: 25 days plus 8 bank holidays pro rata

This post is exempt from the Rehabilitation of Offenders Act (1974) and does require a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them. The level of this check is enhanced.

Pension: The table below shows what the base contributions are, and the dates they will rise. You can also choose to give more than the minimum amount should you wish.

Date effective	Employer minimum contribution	Employee minimum contribution	Total minimum contribution
6 April 2019 onwards	3%	5%	8%



JOB DESCRIPTION SIGN OFF

Date issued by Manager:

Name:

Signature:

I confirm that I have received a copy of this job description and have had any questions about it answered.

Name of post holder:

Signature:

Date:

Appendix 1

Early Years Alliance Performance Standards and Values for all Staff

Performance standards and values describe the behaviours that employees are expected to demonstrate in carrying out their roles

Performance Standards and Values	Expectations for employees	Expectations for managers
1. Be responsible	<ul style="list-style-type: none"> Ensure children and vulnerable adults are safeguarded at all times Be organised and disciplined Meet deadlines and time scales Show perseverance and determination Take responsibility for understanding your objectives and seek support if guidance is needed 	<ul style="list-style-type: none"> Ensure children and vulnerable adults are safeguarded at all times Be organised and disciplined Meet deadlines and time scales Show perseverance and determination Make best use of the Charity's resources
2. Be team focused	<ul style="list-style-type: none"> Work as part of a team to achieve common goals Understand the responsibilities and needs of colleagues and support them Cooperate and collaborate with colleagues across the Alliance Work together to create a positive environment Be flexible and adapt to the changing needs of your role 	<ul style="list-style-type: none"> Be an effective leader Be a good role model Understand the responsibilities and needs of colleagues and support them Share knowledge and expertise – encourage others to develop Cooperate and collaborate with colleagues across the Alliance Be flexible and adapt to the changing needs of your role
3. Strive for excellence	<ul style="list-style-type: none"> Work to an agreed high standard Always represent the Alliance in a professional manner Work to relevant policies and procedures Self-reflect and continually learn and develop Strive to enhance the quality of the service you deliver Deliver results and an excellent service 	<ul style="list-style-type: none"> Work to an agreed high standard Always represent the Alliance in a professional manner Work to relevant policies and procedures Self-reflect and continually learn and develop Strive to enhance the quality of the service you deliver Deliver results and an excellent service

4. Be respectful	<ul style="list-style-type: none"> • Treat others with respect and dignity • Co-operate with your manager • Listen to others • Value and respect the ideas, opinions and contribution of others • Respect yourself and value your own contribution 	<ul style="list-style-type: none"> • Treat others with respect and dignity • Interact with your team in a collaborative way • Listen to others • Value and respect the ideas, opinions and contribution of others • Respect yourself and value your own contribution
5. Take pride	<ul style="list-style-type: none"> • Have a positive attitude • Be passionate about the services you deliver • Take pride in a job well done • Recognise and celebrate success 	<ul style="list-style-type: none"> • Have a positive attitude • Be passionate about the services you deliver • Take pride in a job well done • Recognise and celebrate success
6. Be open and honest	<ul style="list-style-type: none"> • Use the Alliance's whistle blowing policy if you have a concern about a risk, wrong-doing or malpractice within the organisation • Deliver what you promise • Maintain confidentiality • Protect people's personal data in line with data protection obligations • Do not do anything to bring the Charity into disrepute • Communicate effectively, honestly and openly 	<ul style="list-style-type: none"> • Use the Alliance's whistle blowing policy if you have a concern about a risk, wrong-doing or malpractice within the organisation • Deliver what you promise • Maintain confidentiality • Protect people's personal data in line with data protection obligations • Do not do anything to bring the Charity into disrepute • Communicate effectively, honestly and openly • Create a 'no blame' culture
7. Be mindful and supportive	<ul style="list-style-type: none"> • Be mindful and take care of your own wellbeing. • Be aware of your work/life balance. • Show patience and understanding in your interactions with staff and customers. • Be mindful of the impact your words and actions may have on others. 	<ul style="list-style-type: none"> • Be mindful and take care of your own wellbeing. • Consider the wellbeing of staff and ensure they can access MH & WB resources on the intranet • Be aware of your own work/life balance. • Monitor and support the work/life balance of staff. • Show patience and understanding in your interactions with staff and customers. • Consider the wellbeing of others. • Ensure there is a culture of trust and staff feel safe to share any concerns.