

Job Description

Job Title	Family Link Worker - Deputy
Directorate	Children and Young Peoples Services
Service Area	Family Help
Grade	6
Competency Level	2
Salary	£35,412 - £39,862
Job Type	Office Based
Location	
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A8033

Job Purpose

To support the Children Centre co-ordinator and Children Centre team in delivering high quality services to support children and their families. To deputise in the managers absence and take on specific areas of responsibility allocated by the manager to support overall delivery of the service.

To undertake a range of deputy duties to support the Children Centre manager in the delivery of a quality service respondent to community needs.

Directly Responsible For:

Facilitating and developing parental involvement and providing support for children and their families as agreed with the Children Centre team and relevant agencies.



Supervising a designated number of staff and as appropriate apprentices, students and work experience placements. Lead responsibility for specific areas of work allocated by the Children Centre co-ordinator

Directly Responsible To:

Children Centre Manager

Main Areas of Responsibility:

- To support the Children Centre manager and Children Centre team in the provision of support services for children and their families
- To work collaboratively with partner agencies, parents and carers in the development and implementation of programmes and activities to support children & families
- To establish good working relationships with service users and actively engage them in consultation, ensuring views are always sort and recorded.
- To facilitate the delivery of adult, family and accredited learning courses to parents/carers and organise crèche provision as required
- To contribute to the delivery of the city-wide Speech and language pathway
- To promote and deliver school readiness programmes and activities, including home learning
- To advise parents on strategies to use at home to support their child's development.
- To provide targeted support to children and families, this will include visits within the home environment, delivery of parenting courses and other group support
- To work collaboratively with other professionals when undertaking and providing individualised early help and single agency support to families
- To assess risk and need through early help assessments and where appropriate adopt the role of lead professional to use common processes for children and families who require more support than universal services including the Early Help Assessment Tool (EHAT), Team Around the Family (TAF) and Lead Professional (LP) role

- To work collaboratively with partner agencies to meet the needs of children and their families and provide targeted support which will include visits within the home environment, delivery of parenting courses and other support groups
- To make use of information technology as required and to keep high quality and effective records on electronic systems e.g.: Liquid Logic and E start.
- To promote the use of the Children Centre's services for vulnerable /underrepresented and hard to reach groups from the local community
- To take lead responsibility for specific themes identified by the Children Centre manager that are linked to service delivery / Children Centre core purpose, examples include: - employability, parenting, domestic violence, health, mental health
- To promote the safeguarding of children in accordance with the council's framework for the care and protection of children
- To be proactive in providing information on support services to parents and others
- To promote inclusion strategies within the Children Centre
- To contribute to the co-ordination and quality assurance of Children Centre services
- To build and sustain partnerships with colleagues to ensure the Children Centre effectively delivers services for parents to be, parents, and children across the centre's catchment area
- To promote parental and community involvement and ensure that services provided by the Children Centre are responsive to local need and customer driven
- To supervise a designated number of staff and as appropriate apprentices, students, and work experience placements.
- To be responsible for ensuring the implementation of an effective marketing and promotional strategy across the centre
- To contribute to regular reports and updates detailing the impact of Children Centre services.
- To be the deputy designated safeguarding lead

- To deputise for the Children Centre manager
- To assist in the recruitment of staff
- To lead on the health and safety management of the Children Centre, including premises management
- To have responsibility for specific areas identified by Children Centre manager e.g., evaluation, impact measurement, reports, and quality assurance.
- To take lead responsibility for delivery of specific programme areas, e.g., health, school readiness, adult learning, and employment
- To contribute to the day-to-day financial management of the Children Centre budget and allocation of resources
- To participate in covering the Children Centre reception when available and not engaged in the delivery of services
- To work in a flexible way, as part of a team and under own initiative, including flexibility of working hours in accordance with the working arrangements of a children's centre, including occasional evenings and weekends

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.

- Manages performance and behavioural issues effectively.

[If no supervisory or line manager responsibility, please delete the above and state this]

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

The job entails some standing and sitting and working with young children.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.

- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **please insert competency level 2.**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 3 in childcare and education, NND, Health and Social Care qualification or equivalent **A**
- A commitment to undertake further training and development **A/I**

Desirable

- Or relevant experience in a community-based setting, Health, Advice & Guidance

Experience

Essential

- Experience of working in partnership with parents and providing support for children and families **A/I**
- Experience of direct work with children aged 5 and under **A/I**
- Experience of collaboratively with professionals and multi-agencies, working to support children and families **A/I**
- Experience of developing services and activities that support children and parents that address areas of identified need **A/I**

Desirable

- Experience of normal language development in children under five
- Experience of working with children and families in their homes
- Experience of working with partner agencies in the community
- Experience of supervising others for example volunteers
- Experience of managing/ leadership of people e.g., Students, Volunteers, Project leader

Skills/Abilities

Essential

- Ability to use ICT systems and software **A/I**
- Ability to work collaboratively with partner agencies to contribute to individualised early help interventions and single agency support to families **A/I**
- Ability to communicate effectively, using good written and verbal skills with young children, families, other professions and multi-disciplinary organisations in a wide range of situations and at different levels **A/I**
- Ability to develop the use of the centre by parents/carers and foster carers. **A/I**
- Ability to work as part of a team in supporting the day-to-day operation of the service **A/I**
- Ability to support all the policies / procedures of the City Council including safeguarding of young children **A/I**
- An understanding of legislation that relates to children and families **A/I**

Desirable

- An ability to plan appropriately to deliver services / programmes to enhance.
- Ability to facilitate parenting programmes, courses and activities to support parent and family needs
- Ability to communicate effectively and build relationships with parents and partners

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
A commitment to the services aims, objectives and principles

Other

Essential

- To undertake training and supervision as required by management. **A/I**
- The post holder must be willing to travel and work flexibly, to meet the needs of the children and to the overall operation of the centre. This could include occasional evenings / weekends **A/I**
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level **A/I**

Desirable

- Willingness to travel within the Children Centre footprint to deliver services directly to families
- Willingness to travel between early years settings and nurseries as required either by car or public transport