

## Job Description and Person Specification

<b>Job title:</b>	Family Hub Support Assistant
<b>Directorate:</b>	
<b>Service:</b>	Education
<b>Team:</b>	Family Hubs
<b>Post number:</b>	
<b>Salary grade:</b>	D SCP 5-9
<b>Work location:</b>	Victoria Park Family Hub, Newbury, West
<b>Reports to:</b>	Family Hub Manager
<b>Supervises:</b>	-

### Job Purpose

To contribute to the improvement in outcomes for children, especially those aged 0-5 years, living in the Family Hub reach area by ensuring that the needs of children and their families are met at an early stage.

To ensure high quality services are provided to service users including families, children, professionals and agencies.

### Structure Chart

Nursery School & Family Hub Headteacher

Family Hub Manager

Family Hub Family Support Workers

Family Hub Support Assistant

### Main Duties and Responsibilities

#### Direct work

- To provide creative early learning experiences for children and support parents to engage with their children's learning and development.
- To lead in all the Family Hub's sessions, including Creche: planning, preparation of resources, making refreshments, setting up and clearing away.
- To support Family Support Workers when they are delivering courses/workshops
- To assemble easily accessible information and displays.
- To promote the Family Hub as a community resource in the centre and within reach area and to provide a warm, welcoming, inclusive environment for users.
- To provide access to information for families visiting the Hub, or signpost to another member of Family Hub staff where appropriate.
- To assist with the smooth running of the Family Hub, carrying out general housekeeping duties to maintain it as a clean, pleasant, welcoming environment.
- Maintaining toys, equipment and play areas to ensure they meet the Family Hub's safety and

## Main Duties and Responsibilities

hygiene requirements.

- To contribute to the development and implementation of initiatives within the Family Hub that support good behaviour, good health and emotional well being.
- To encourage links between the Family Hub and the community.

### Partnership working

- To support good working relationships with children and parents, stakeholders, schools and childcare providers where possible
- To consult and involve children/parents and carers in service developments.
- To support effective relationships and networks with other agencies including police, social care, health, housing, voluntary and community services etc.
- To assist maintaining effective links between the Family Hub, Early Years Service and Adult and Community Learning Service.

### Administrative

- To contribute to the evaluation of the Family Hub's services.
- To attend Family Hub meetings as and when needed.
- To upload relevant information onto the Capita Data system for Family Hubs

### Corporate

- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.
- To share information as required under the West Berkshire Information Sharing protocol and confidentiality statement.

## Scope (impact on/control of resources, people, money etc)

The postholder's effectiveness in the role depends on effective communication with service users (children, parents and carers) as well as stakeholders, organisations and partners with whom we work.

The work area is subject to frequent change, requiring clarity about priorities on completing demands for resources.

The postholder will engage with education, health and other relevant agencies.

## Person Specification

Maths and English GCSE	Essential/ Desirable
Maths and English GCSE	E
Achieved NVQ3 or above in Early Years Care & Education	E
Experience	
At least 2yrs experience, within the past 5 years of working with children aged 0-	E

4yrs and their families.	
Experience of providing creative and stimulating play activities for young children which will further enhance their learning and development	E
<b>Knowledge and understanding</b>	
Understanding of the issues around keeping children and young people safe; recognising safeguarding concerns and reporting to Designated person.	E
Awareness of the impact of family social and environmental factors on the life chances of children and young people	D
<b>Skills and abilities</b>	
Ability to use Outlook, and a web browser to access information	E
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E
Good communication skills - verbal, listening and observation	E
Ability to develop relationships with all children, young people and their families in Hub's sessions.	E
Ability to handle confidential and sensitive information	E
Ability to recognise and support people in distress/crisis and seek appropriate support from the Hub's Family Workers.	E
Organisational ability and competence in performing all aspects of the role, to think creatively, problem solve and manage own workload.	E
<b>Work-related personal qualities</b>	
A friendly, approachable empathetic and non-judgmental attitude to all children and families.	E
Willingness to fully participate in line management meetings, training etc	E
Able to work on own initiative	E
<b>Other work-related requirements</b>	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including children), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
Enhanced DBS check with relevant barred list/s	Yes
Is this post politically restricted?	No
Ability to work very occasional weekends and evenings.	E
Car driver/daily use of car to enable working at outreach venues within the Family Hub's reach area West Berkshire and travel between the Hubs.	E