

**Job Title:** Family Hub Manager

**Grade:** 11

### **Our Vision**

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

### **Our Outcomes**

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

Families and Communities aim to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can.

## Reporting Relationships

**Responsible to:** Family Hub Operational Lead

**Responsible for:** Early Help Effective Practice Development Officers, Business Administrators, Parenting Workers and Direct Site Supervisor / Handypersons.

### Key Accountabilities:

1. To manage, support and supervise a staff team ensuring the services they deliver are of good quality have identifiable outcomes and contribute to the performance indicators identified for Family Hubs.
2. To provide the Family Hub Operational Lead with regular reports/information on performance targets to ensure KPI's are met and contract reporting and monitoring arrangements are complied with.
3. To be a passionate advocate for service users' participation and involvement, and with support of the Family Hub Operational Lead to develop co-production systems to increase the opportunities for service users to influence and shape the way services are designed, developed and delivered.
4. Plan, deliver and evaluate with other staff and providers, activities, publicity materials and events to attract families/individuals to the services.
5. To identify gaps and shortfalls in performance and, by working collaboratively with services users, staff and the service manager, develop practical solutions to address them ensuring resources are used effectively and to avoid duplication of provision.
6. To be innovative and enterprising in developing links with a wide range of partner agencies to provide an integrated and complimentary range of support services.
7. To co-ordinate and manage Family Hub partners in the community to deliver integrated services and Lead Family Improvement Boards (FIB) in each district.
8. To analyse local data and identify needs of local communities to enable effective development and delivery of interventions that meets the needs of children 0-19 (25 with SEND) and their families and communities.
9. Lead the development of a partnership plan by providing the delivery actions and agreeing how these actions will be completed within the budget available.
10. To provide support, leadership and challenge to partners who deliver services with a strong focus in improving and enhancing outcomes for children and families.
11. To ensure the implementation of all Staffordshire County Council policies and procedures promoting equality and diversity in every aspect of your work,

positively promoting these principles with colleagues, service users and other members of the community.

12. Work in an integrated way with other colleagues across the Family Hubs networks providing cover where necessary.
13. Work flexibly, which may include occasional evening or weekends as required.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.








#### **Safeguarding**







Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**

A = Assessed at Application  
 I = Assessed at Interview  
 T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>Educated to, or working towards, Level 4 or above</li> <li>Recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development</li> <li>Enhanced DBS is required for this post</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
     	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>Demonstrable experience of managing and supervising the performance of employees and volunteers, providing effective leadership and management support</li> <li>Experience of working in conjunction with members and or senior managers and partners and service users in order to achieve service improvement</li> <li>Experience of contributing at an operational level in delivering service improvement</li> <li>Experience of being accountable for management systems</li> <li>Knowledge of national and local safeguarding policies and procedures and experience of responding promptly and appropriately to safeguarding concerns</li> <li>A sound knowledge of other local services available to support families with children 0-19 (25 with SEND)</li> <li>Experience of developing a service to meet the diverse needs of the community</li> </ul>	<p>A/I for all</p>

  	<ul style="list-style-type: none"> <li>• Experience of developing effective partnerships with statutory agencies and voluntary organisations</li> <li>• Understanding of the needs of families/individuals, and of the impact of disadvantage and social exclusion on outcomes for children and a commitment to and willingness to promote inclusion and equality of opportunity for all</li> <li>• A good understanding of child development and the benefit of parental involvement</li> <li>• Good knowledge of relevant national and local legislation and guidance in Children’s Centres, Family Hubs and government initiatives pertaining to 0-19 and their families</li> </ul>	
    	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent communication and engagement skills</li> <li>• Ability to influence, motivate and set the direction / vision and engage key partners in a delivery model</li> <li>• Good assessment, planning and record keeping skills. Ability to collate and analyse data and feedback to inform forward planning</li> <li>• A confident and professional approach to working with service users and colleagues and excellent verbal, listening and presentation skills, including basic IT skills</li> <li>• Ability to prioritise and organise workload effectively and ability to work under pressure and meet deadlines</li> <li>• Willingness to work flexibly to meet the needs of the service including occasional evenings or weekends</li> <li>• Full Driving licence and ability to travel from site to site as a casual car user</li> </ul>	<p>A/I for all</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446** *With pride. With purpose. With you.*