

# Job Description and Person Specification



## Job Description

|                            |                        |
|----------------------------|------------------------|
| <b>Job Title</b>           | Family Hub Coordinator |
| <b>Grade</b>               | 7                      |
| <b>Service</b>             | Help and Protection    |
| <b>Reports to</b>          |                        |
| <b>Location</b>            | Citywide               |
| <b>Job Evaluation Code</b> | L3077D                 |



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



# About the Service your team will provide

## Purpose of the role / Output

This is a management role within Early Help service.

Specific job purposes are:

- 1) To work to deliver better outcomes for children, young people and their families through the development and delivery of a local integrated early help offer and services
- 2) To manage team members to plan, deliver and monitor services and activities as part of the Family Hub offer, ensuring that targeted services are used by those families with the greatest need within the local community and at risk of social exclusion
- 3) To promote, develop and maintain effective partnership working with local internal and external stakeholders

## Main Duties & Key Accountabilities

### Core Knowledge

- To supervise team members to undertake and participate in the delivery of services as part of the Family Hub model working using a whole family approach
- To manage resources effectively in line with the principles of value for money, including authorising payroll and local expenditure and maximising opportunities for income generation
- To ensure that service delivery is of high quality, outcome focussed and provide evidence of impact of interventions for children, young people and families
- Lead and supervise the work of the team that empowers families to sustain positive change
- To oversee the delivery and evaluation of evidenced based programmes across the Family Hub team
- To be responsible for the quality of the teams' activities through the use of performance management tools
- To work with local partners to provide joined up services and to ensure step up to and step down from specialist services focussing on a seamless experience for children, young people and their families
- To understand, implement and comply with relevant legislation, statutory guidance and Inspection requirements and to take responsibility for problem solving user complaints
- To have responsibility for managing delegated budget, ensuring those responsibilities are carried out in line with council requirements
- To be responsible for the safety and security of buildings, staff and service users where services are delivered in other venues
- Coordinate the professional development of paid and voluntary staff including coaching role modelling, appraisal processes and all staff development activity
- To lead on and implement relevant local and national initiatives and policies as directed
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

|                                                                                                                             |                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>External</b><br>Health<br>Education<br>Early Years Settings<br>Police<br>Community groups and third sector organisations | <b>Internal</b><br>All service areas in Children's Services<br>Education Service<br>Adult Education Service |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

Family Hub Practitioner

Early Years Practitioner

Family Hub Outreach Worker

## Person specification

|                                                                                                                                                                                                    |        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Job Evaluation Code</b>                                                                                                                                                                         | L3077D |
| <b>Knowledge</b>                                                                                                                                                                                   |        |
| Knowledge and understanding of Coventry Safeguarding Children Partnership Right Help Right Time Guidance                                                                                           |        |
| Knowledge of child and adolescent development                                                                                                                                                      |        |
| Knowledge of relevant evidenced based interventions for early help and family support                                                                                                              |        |
| Understanding of the benefits to children and families of partnership working and interagency approaches                                                                                           |        |
| <b>Skills and Abilities</b>                                                                                                                                                                        |        |
| Ability to lead a multiagency team to plan, coordinate, monitor and critically evaluate work                                                                                                       |        |
| Ability to work on own and as part of a team                                                                                                                                                       |        |
| Good written and verbal communication skills including the production of written recording, reports, delivery of presentation, training and advice and guidance for a range of different audiences |        |
| Ability to manage competing priorities, delegate and coordinate workloads                                                                                                                          |        |
| Ability to establish effective working relationships with parents, professionals and organisations                                                                                                 |        |
| Ability to manage budgets                                                                                                                                                                          |        |
| Ability to use performance management systems                                                                                                                                                      |        |
| <b>Experience</b>                                                                                                                                                                                  |        |
| Experience of managing, motivating and building effective teams at a supervisory level in a social care, health or educational setting                                                             |        |
| Relevant experience of working with children and families                                                                                                                                          |        |
| Experience of leading and managing change                                                                                                                                                          |        |
| Experience of working in and meeting the needs of diverse communities                                                                                                                              |        |
| <b>Qualifications</b>                                                                                                                                                                              |        |
| Relevant professional qualification in teaching, early years, nursing, health visiting, youth or social work                                                                                       |        |

**Special Requirements**

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)

The post holder will be required to work across the city area and outside of normal business hours occasionally

**Date Created**

March 2023

**Date Reviewed**