

Job Description and Person Specification

Role: Family Hub Community Connector



Job Description

Job Title	Family Hub Community Connector
Grade	5
Service	Customer Services
Reports to	Family Hub co-ordinator
Location	Various, city-wide Community locations including in Family Hubs
Job Evaluation Code	A6123



About the Service your team will provide

Purpose of the role

1. Working within a range of integrated place-based teams, including the Family Hubs, to pilot different ways of working, to understand the services that local communities want to access and exploring different ways to deliver solutions and direct help to residents.
2. Working as part of a team based in the community, building relationships with a range of partners inside and outside of the organisation to identify and support community resident's needs.
3. Contributing to and maintaining and contributing to a knowledge base for community services and broader service provision to create a range of resources for the Community Support Services with access provided to all other interested parties.
4. Acting as an embedded digital champion for residents, identifying opportunities to support them to access digital tools, technologies and services (not just council)

Main Duties & Key Accountabilities

Main Duties and Responsibilities:

Deliver a holistic approach to locality-based Council offer in a range of place based community locations, including Family hubs

- Act as the initial point of contact for residents and understand their presenting needs and deliver universal help (low level information and advice) through a “here to help” function and/or connect and navigate them to holistic support.
- Building a strong relationship of trust with residents and understand secondary needs that may not have been initially presented.
- Being an advocate for a range of CCC services, and proactively taking every opportunity for raising resident aspirations through skills development and creating awareness of employment opportunities and support as appropriate
- Encourage and enable the local community to digitally access services – upskilling and sharing knowledge; hold sessions with residents to give a basic navigational overview of the web / assist in setting up my-account and basic advice on how to stay safe on the web.
- Screen, triage and respond to a range of queries, make referrals to other organisations and identify effective solutions to support those in need of help, enabling universal help to residents and identifying those residents that require more specialist intervention (including within children's services, council and wider community of practice).
- Where solutions are not immediately available take ownership to investigate and assist residents, using a network of contacts, experience and ingenuity.
- Acting as a liaison across front line council services, including across the Early Help partnership, to connect residents to a holistic approach in a timely manner, enabling early identification and support.

- Work across the sector to help shape the local knowledge base of assets of support in the local community and digitally available.
- Help shape the locality offer in the community; recording questions, enquiries, and outcomes, to help inform provision in the local area and other initiatives for development.
- Foster and maintain links with voluntary and statutory organisations.
- Maintain accurate case records, undertake regular follow up work and monitor results.
- Assist with the development of efficient and effective procedures and policies.
- Adopt a proactive inclusive approach to the take up of initiatives by identifying areas of need and organising and participating in take up campaigns.
- Assist with the development and implementation of new technology and encourage and enable residents to self-serve through a range of digital means including registering with key CCC social media and websites.
- Be self-sufficient in the local community, be organised and autonomous in planning own activities. Initiating innovative activities that add value. Learning from mistakes and changing / seeking support where things are not working.
- Assist with the production and display of publicity materials to promote the service throughout the city. Attend presentations to client groups and partner organisations to raise awareness of community-based service.

Focus on performance.

- Adhere to appropriate routines to ensure that all elements of the service are delivered to achieve optimum performance.
- Identify and make recommendations for change to practices or issues that negatively affect the performance that is delivered to the customer.
- Manage conflicting and competing priorities effectively.
- Maintain a professional focus in delivering all aspects of customer service

Establish effective partnership and resident relationships.

- Act as liaison between the Council, Partners and residents to build, maintain and promote effective working relationships to deliver a connected front line council and partnership offer, including the connected Family hub offer.

- Work closely with all frontline council services supporting community residents and build effective relationships to ensure joined up integrated place based offer.
- Engage with third sector, partners and peers to deliver holistic customer service and promote services that are located in communities to help residents early and responsively
- Ability to bring individuals and teams together to deliver best outcomes for local residents.

Maintain a focus on change and continuous improvement

- Provide feedback on service delivery to the Family Hub and customer service management team to help facilitate change and service improvement
- See mistakes as an opportunity to learn and make progress at a business and individual level

Support the Customer Service Strategy across the organisation.

- Take a resident view in considering new initiatives.
- Support in the implementation of strategies to enable organisational change.
- Engage where appropriate in corporate initiatives and projects to ensure that residents are at the heart of organisational thinking.
- Always engage positively with residents to facilitate the best outcome possible acknowledging organisational constraints where they exist
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare

- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately
- 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).

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Key relationships

External

Various services in Coventry' early help partnership including health, and education and the voluntary, community and faith based third sector.

Commercial businesses

Community residents' groups and community leaders

Adult education and employment providers

Debt, welfare and specialist advice services (local and national)

Internal

Family Hub offer sites.

Customer services staff

Various CCC service areas including Revenues and benefits, adult education employment and skills, libraries services, Children Service, Adult Services, Housing and Homelessness 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.

Staff managed by postholder: none

Person specification

Job Evaluation Code	
Knowledge	
An awareness of and a commitment to customer care and early intervention	
Overarching knowledge of services provided by Coventry City Council	
Extensive knowledge of Council services, and voluntary, community and faith based third sector and partner organisations	
Excellent communication skills to develop appropriate relationships in the community and organisation	
Good digital knowledge	
Knowledge of equal opportunities and diversity and how to deliver high standards in relation to customer services that are inclusive to all	
Ability to coach / teach digital skills to inexperienced users	
Experience	
Evidence of build collaborative partnership relationships and working across services and organisations	
Experience of working in a community-based customer environment and working autonomously in the local community	
Able to handle pressured situations autonomously and Manage interactions with tact and sensitivity	
Experience of building effective relationships and resolve conflict	
Experience that demonstrates ability to learn new systems quickly and a systematic, methodical and accurate approach to work	
Experience of the need to Be flexible and adaptable to changing priorities and requirements of the services	
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	June 2024	Date Reviewed	23.4.26
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