

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Family Navigator	Grade:	Sc6
Reports to (Designation):	Family Hub Manager	Grade:	P04
Directorate:	Children and Young People's Services	Division:	Families, Quality and Commissioning

Main Purpose of the Job:

The Family Navigators will work with wider, multi-agency teams of professionals to be the first point of contact for families and young people coming into Family Hubs for advice and support. The Navigators will be proactive in finding ways to engage families who would benefit from but do not visit Family Hubs, e.g., through outreach to spaces where seldom heard groups can be found. They will assess the initial needs of families and assist them by signposting and referring to the relevant services that will support the family's needs.

The aims of the role are: -

- To act as a 'bridge' between the community and our services, helping to develop a better understanding of need and how services could be offered differently. Often being the initial point of contact for families and young people.
- To enable families, who may be more isolated, and at risk of poorer outcomes, to access services – through working with GPs, early years settings and schools.
- To support professionals in the Family Hub team to engage with families and young people.
- To lead outreach initiatives with a team of professionals to key locations where our most vulnerable and hard to reach children, young people and families may be.

Summary of Responsibilities and Personal Duties:

The Family Navigator will: -

- promote, embed, and uphold the principles of the Thrive Lewisham approach
- promote, embed, and uphold the principles of the Signs of Safety practice framework work closely and collaboratively with partners and stakeholders across the Family Hub network
- work closely with GPs, early years settings, schools, and community services to identify families who may be at greater risk of poor outcomes and not currently accessing services
- assess the presenting needs of families accessing the Family Hub, using a whole family approach
- signpost and 'navigate' families through the services they need until they are engaged
- develop and maintain a thorough understanding of services available to families in the locality
- make appropriate referrals in consultation with the family in a planned and structured way
- where the family's needs meet the threshold for Family Thrive or there are safeguarding concerns, ensure appropriate referrals are made to the Multi Agency Safeguarding Hub along with other appropriate services within the Prevention and Early Help directorate..

- support families to have their voices heard and to move towards greater self-efficacy
- Develop and manage outreach work to promote participation especially by seldom heard groups within a locality. Using available data to recognise and target 'missing' groups.
- undertake timely and accurate recording of work
- participate in training, supervision and appraisal of work as required.
- deliver a rolling programme of evidence-based programmes around the borough for babies, children and their families in Family Hubs and spokes, ensuring adherence to programme fidelity and robust capturing of outcomes.

Political Sensitivity and Personal Effectiveness

1. Have an awareness of the organisational context and commitment to the Council's organisational values and beliefs.
2. Have a sound grasp of community development and the drivers of inequalities for Lewisham's diverse population.
3. Be politically sensitive and able to recognise and deal with a range of sensitive issues that impact on the service.
4. Assess own priorities, and to set objectives and deadlines while maintaining an awareness on the key priorities/accountabilities.

TEAM

1. Work as a member of the Family Hubs Team to recognise how each service in the Hub can support the family.
2. Work across relevant Hub functions to access and coordinate resources.
3. Share lessons learnt and good practice across the Lewisham Family Hub Network.
4. Ensure that sensitive and confidential information is dealt with in accordance with relevant acts and local policies.

Other Duties and Responsibilities

Candidates will be required to undertake appropriate checks in accordance with LB Lewisham requirements.

To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

To work flexibly when required – including evening and weekend work as required – to ensure that levels of service provision are achieved within agreed frameworks for flexible working set out in the service.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues, and members of the public.

Assist in carrying out the Council's environmental policy within the day-to-day activities of the post.

Undertake other duties, commensurate with the grade, as may be required.

Consideration will be given to making reasonable adjustments for a disabled postholder

Desirable: successful candidates should have a good knowledge of the local area, local communities, and institutions. Ideally, they will have a good understanding of what constitutes both violent and non-violent extremism, contributors to serious youth violence and how they can manifest in local communities, and the range of interventions that can create more cohesive communities.

Internal Contacts: These include Children and Young People's Services, Community Services, Public Health Team, Employment Services.

External Contacts: These include partners across health and voluntary and community sectors, families, young people, the wider community, schools, colleges, housing associations, faith groups.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Number of partially managed staff: None

PERSON SPECIFICATION

JOB TITLE: Family Navigator

POST NO: TBC

DEPARTMENT: Families, Quality and Commissioning

GRADE: SC6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of short listing.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implementing the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues, and specifically of how they impinge upon this area of work.

PERSONAL STYLE AND BEHAVIOURS

This post will undergo a full L.B.L background check and appointment will only be approved once clearance is given.

Equality & Diversity	• Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
	• Understanding of how equality and diversity relates to this post	S
Knowledge	• Knowledge of the Early Years Foundation Stage and Early Years Outcomes	S
	• Knowledge of the needs of children and young people who have special educational needs and/or disabilities and the processes used to ensure they receive appropriate support.	
	• Knowledge and understanding of child development and well-being across 0-19.	S

	• Knowledge of Adverse Childhood Experiences (ACE's) and the signs of ACEs in children, young people, and families • Understanding of issues affecting families in diverse communities. • Knowledge of contextual safeguarding risks • Knowledge of trauma informed practice and the impact of trauma on young people and their support needs	S
Aptitude	• Able to demonstrate a track record of delivery of quality customer focused services • Able to demonstrate the ability to translate strategies into realistic plans • Able to demonstrate a track record of applying analytical skills and lateral thinking to develop creative and innovative solutions • Ability to set personal priorities, objectives and deadlines while maintaining a focus on the key service priorities/accountabilities	S
Skills (Skills can only be used as shortlisting criteria if the skill is to be tested)	• Good communication skills, both written and spoken. • Ability to engage with children, young people, and parents from wide range of backgrounds, including those who are hard to reach and build rapport with families in challenging circumstances • Awareness of the wider needs of parents including their access to employment and any barriers which may prevent this. • Ability to create a plan of action which identifies good outcomes for families. • Good decision-making skills • Ability to build relationships with a wide range of professionals and community partners. • Good organisational skills, including the ability to work to deadlines, work under pressure and manage a heavy workload	(To Be Tested – S) S S

	• Good level of competence in IT including Microsoft Office	
Experience	• Experience of working with seldom heard families and/or young people (those facing social exclusion, disadvantage, and disaffection) from deprived communities including those involved in risk taking behaviour or offending • Experience of undertaking multi-agency work and a commitment to working in partnership at all levels to achieve shared goals or outcomes • Experience of working sensitively within a variety of contexts, and adapt the way you work where appropriate, demonstrating creativity in utilising different communication methods to engage various stakeholders, including young people, parents, teachers, and members of the community. • Proven track record of setting specific, measurable, achievable, realistic and time scaled targets • Experience of negotiation and conflict management • Experience of working on own initiative within guidelines, planning, prioritising and organising work	S S S
General Education	• A recognized and relevant qualification to family support, health, education, social care, youth work or mentoring is desirable.	
Personal Qualities	• Ability to acquire new skills and demonstrate a strong commitment to learning/continuous professional development for self. • A proven track record of achieving measurable success and service improvement ideally gained within a multi-cultural and inner-city environment.	
Circumstances	• Able to attend meetings / site visits in locations both inside and outside of the borough. • Able to attend meetings / site visits in locations both inside and outside of the borough. •	

Physical	• Able to meet standard London Borough of Lewisham health requirements for clerical duties. • Good general health.	
-----------------	---	--

DBS Disclosure Required? **No** ☐ **Basic** ☐ **Enhanced** ☒

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post