

Job Role:	Family Hub Navigator
Placement:	Wavertree Family Hub
Grade:	3 (£25,583 per annum)
Hours per week:	17.5 hours
No of roles:	1
Length	till 31st March 2027

JOB PURPOSE:

As a Family Hub Navigator, you will be at the forefront of establishing and nurturing connections within our local community. You will work under the supervision of the centre co-ordinator and to co-ordinate with other members of the staff team, to contact all families with a child 0-19(25) and expectant parents in the reach area with a view to registering and persuading parents and carers to access services that will meet their needs. You will also signpost families to services in the community and across the city.

LOCATIONS

Family Hub locations across Liverpool, based in children's centres in the city

RESPONSIBLE TO

Family Hub/Children's Centre Manager

ACCOUNTABLE TO

Liverpool City Council Family Hub Central Team

PRINCIPAL RESPONSIBILITIES:

1. To work under the supervision of the centre co-ordinator and to co-ordinate with other members of the staff team, to contact all families with a child 0-19(25) and expectant parents in the reach area with a view to registering and persuading parents and carers to access services that will meet their needs.
2. To contribute towards children's good levels of development by encouraging families to take up services/activities in their local Family Hubs and Children's Centres
3. To assist with the completion of registration forms
4. Provide advice and guidance to families with children aged 0-19 (to age 25 for children with SEND), and signpost to services in the centre, the community and across the city, advising them of the benefits of accessing services
5. To distribute written information and any promotional materials

6. To follow up all visits with telephone calls, texts, letters and additional publicity material, and where necessary additional visits to remind families about the services on offer
7. To offer and provide support for families to access services, including accompanying them to or meeting them at the centre
8. To be fully up to date with local and national services for families and know how to access them.
9. Build relationships with the local community and partner agencies so that families in need of family help know who and how to access the support that they may need
10. Support the service to gather feedback from families about their lived experience including their experiences of accessing local services.
11. Provide occasional support to activity delivery by children's centre staff or other partner organisations.
12. Identify opportunities to work in partnership in the community to meet the needs of families and ensure the Children's Centre Manager are appraised of this for approval.
13. Contribute to local activities, workshops, and events that enhance social connections and overall well-being.
14. To attend at surgeries, clinics, hospitals, schools and other community venues where families are likely to visit, to publicise and register for services
15. To organise and deliver community outreach campaigns in residential areas as requested
16. To use data systems to contact families where attendance has lapsed and to invite them back in
17. To maintain records of families contacted and registered and to monitor their attendance with the help of data systems and information from staff
18. Be a key part of the reception team, signposting families to services in the community and across the city, and undertaking other reception duties such as telephone, signing in, filing and document preparation.
19. To assist with activities with children and families in the children's centre as directed.
20. Have personal responsibility for Safeguarding and Health and Safety.
21. Current awareness of and compliance with statutory requirements, Liverpool City Council policies, inter-agency protocols, equality and diversity and other regulations and procedures to ensure statutory and Departmental requirements are met, including Supporting Families programme, Department of Work and Pensions programme and Ofsted.
22. Other duties as required by the centre

NOTE:

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Family Hub/Children’s Centre Manager from time to time, up to or at a level consistent with the Principal Responsibilities of the job.

Whilst you will be mainly based at the host centre, you may occasionally be required to work at any location operated by Liverpool City Council or one its partners.

Some occasional evenings and weekends may be required. A time in lieu will be in operation for this if required.

Family Hub Navigator - Person Specification

Qualifications

Essential:

- NVQ 2 or higher in Early Years, Health and Social Care, Youth Work, or Advice and Guidance or equivalent
- Be prepared to work towards further qualifications or training whilst in the role.

Experience

Essential:

- Experience in a relevant discipline, for example, early/family help, nursery, health, education, community development and social care or a related field.
- Strong communication, interpersonal, and organisation skills.
- Experience working with children, young people and their families
- Experience in keeping accurate records

Desirable:

- Experience in community work
- Experience in assessing risk, needs and assessing plans
- Experience in group work
- Experience working in a multi-agency environment
- Experience with motivational models of working
- Experience in managing risk to self and staff
- Ability to speak a second language

Job-Related Knowledge

Essential:

- Knowledge of local resources and services available in Liverpool
- Understanding of challenges that families can face.
- Understanding of family help for families with children aged 0-19 (to 25 for children with SEND)
- Good understanding of safeguarding and its implications.
- An understanding of Information Governance and Data Protection
- Understanding of children's development

Skills and Aptitudes

Essential:

- Ability to work independently and collaboratively with diverse groups
- Competent in using Microsoft Word, Excel, PowerPoint, Database
- Competent telephone and administration skills
- Have a good understanding of community dynamics and needs.
- Strong interpersonal and communication skills, including written
- Ability to empower, motivate and coach people to overcome barriers and achieve goals
- Problem-solving ability/solution focussed.
- Excellent self-management and organisation skills
- Strong ability to work effectively as part

Other Requirements

Essentials:

- Enhanced DBS [plus Childrens/Adults Barred List]
- Able to supply two suitable references
- Right to work in the UK
- The ability to converse at ease with customers and provide advice in accurate spoken English

LIVERPOOL CITY COUNCIL VISION AND VALUES

Liverpool City Council Vision and Values are a key component of the way work is undertaken in Family Hubs and Children's Centres:

The Council Plan is its vision to make Liverpool fairer, cleaner and stronger for all.

It addresses the long-term issues facing our city and sets out how to improve outcomes for residents. At its core is improving the quality and delivery of services. The council has identified it should do the following to fulfil its vision:

- engage better with residents and businesses.
- work smarter with partners.
- be more responsive to diverse communities

To achieve the vision, six strategic pillars are the framework for the Council's actions and plans:

1. A strong and fair economy for all
2. High quality and inclusive education, skills and employment
3. Thriving communities
4. Healthier lives for children and adults
5. A well-connected, sustainable and accessible city
6. A well-run council

Three cross-cutting principles feature throughout the plan. These shape and inform delivery across the strategic pillars. These are:

- Climate action and environment
- Inclusion and equalities
- Innovation and transformation