

Job Role:	Family Hub Navigator / Children's Centre Officer
Placement:	Vauxhall, Fountains & County Family Hub
Hours per week:	35 hours total (17.5 hours in each part of the dual role)
Grades and pay:	Family Hub Navigator – Grade 3 (£26,614 per annum pro rata / £14.48 per hour) Children's Centre Officer – Grade 9 (£28,153 per annum pro rata / £15.43 per hour)
No of roles:	1 dual-role position
Length:	Family Hub Navigator element fixed term until 31 March 2028. Children's Centre Officer element is guaranteed until 31 May 2027, with a chance of extension.

JOB PURPOSE:

This is a combined role made up of 17.5 hours per week as a Family Hub Navigator and 17.5 hours per week as a Children's Centre Officer. The successful applicant will undertake both parts of the role.

As a Family Hub Navigator, you will help establish and strengthen connections within the local community. Working under the supervision of the Centre Co-ordinator and alongside the wider staff team, you will contact families with children aged 0–19, or up to 25 for young people with SEND, and expectant parents within the reach area. You will encourage families to register with and access services that meet their needs. You will also signpost families to services in the community and across the city.

LOCATIONS

Based across Vauxhall, Fountains & County Family Hub locations, with the main work location determined according to service needs.

RESPONSIBLE TO

Family Hub/Children's Centre Manager

ACCOUNTABLE TO

Liverpool City Council Family Hub Central Team

FAMILY HUB NAVIGATOR – PRINCIPAL RESPONSIBILITIES:

17.5 hours per week

1. To work under the supervision of the Centre Co-ordinator and alongside the wider staff team to contact families with children aged 0–19, or up to 25 for young people with SEND, and expectant parents within the reach area, encouraging them to register with and access appropriate services.
2. To contribute to positive outcomes for children by encouraging families to access services and activities at their local Family Hubs and Children’s Centres.
3. To assist with the completion of registration forms
4. To provide advice and guidance to families with children aged 0–19, or up to 25 for young people with SEND, and signpost them to services within the centre, the community and across the city.
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. To build relationships with the local community and partner agencies so that families know how to access the support they may need.
10. To support the service in gathering feedback from families about their lived experience, including their experience of accessing local services.
11. To provide occasional support with activities delivered by Children’s Centre staff or partner organisations.
12. To identify opportunities for partnership working within the community to meet families’ needs and ensure the Children’s Centre Manager is kept informed 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. To maintain current awareness of and comply with statutory requirements, Liverpool City Council policies, inter-agency protocols, equality and diversity requirements, and relevant regulations and procedures, including those relating to the Supporting Families programme, the Department for Work and Pensions and Ofsted.
22. Other duties as required by the centre

The Children's Centre Officer element focuses on service delivery, activities, early learning, outreach and family engagement. It does not include allocated casework or case management.

CHILDREN'S CENTRE OFFICER – PRINCIPAL RESPONSIBILITIES:

17.5 hours per week

- To support the Children's Centre Service Co-ordinator/Manager and Children's Centre Team in delivering high-quality services for children and their families.
- To develop the use of the centre by parents and carers, including foster carers.
- To facilitate early learning services and activities for children and parents that help parents promote and enhance their child's development in line with the Early Years Foundation Stage.
- To facilitate parenting programmes that develop parents' understanding and skills to support their child's development, health and wellbeing.
- To promote a language-enriched environment in the early years.
- **To undertake outreach visits to promote Children's Centre and Family Hub services and encourage families to access appropriate activities and support.**
- To provide crèche provision with other staff to support training and activities at the Children's Centre.
- To work closely with the core team, health services, schools, private and voluntary early years providers and childminders in the reach area.

- To promote the use of Children’s Centre services by fathers from the local community and support fathers in meeting the needs of their children.
- To develop, promote and deliver the Toy Lending Library.
- To promote equal opportunities, inclusion and non-discriminatory practice in all aspects of the work.
- To promote the safeguarding of children in accordance with the relevant framework for the care and protection of children.
- To provide information proactively about support services to parents and others.
- To attend regular supervision, review and development meetings and participate in individual and team training and development activities.
- To work flexibly and carry out any other duties commensurate with the grade and status of the post.

NOTE:

While this job description outlines the main duties of the role, the postholder may be required to undertake other duties reasonably requested by the Family Hub/Children’s Centre Manager, provided these are appropriate to the grade and responsibilities of the post.

The postholder will be primarily based at the host centre but may occasionally be required to work at other locations operated by Liverpool City Council or one of its partners.

Occasional evening or weekend work may be required to meet service needs. Where this applies, time off in lieu will be provided in accordance with the relevant arrangements.

COMBINED ROLE – PERSON SPECIFICATION

Qualifications

Essential:

- NVQ Level 2 or equivalent in Early Years, Childcare and Education, Health and Social Care, Youth Work, Advice and Guidance, or a related discipline.
- Be prepared to undertake further qualifications or training relevant to the role.

Desirable:

NVQ Level 3 or above in a relevant discipline is preferred.

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 of assessing risk and needs and contributing to appropriate plans
- Experience in group work
- Experience working in a multi-agency environment
- Experience with motivational models of working
- Experience of managing risk to self and others
- 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, or up to 25 for young people 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 and database systems
- Competent telephone and administration skills
- Good understanding of community dynamics and needs
- Strong interpersonal, verbal and written communication skills
- Ability to empower, motivate and coach people to overcome barriers and achieve goals
- Good problem-solving skills and a solution-focused approach.
- Excellent self-management and organisational skills
- Ability to work effectively as part of a team

Other Requirements

Essential:

- Enhanced DBS check, including the relevant Children's and/or Adults' Barred List check where required
- Ability to provide two suitable references
- Right to work in the UK
- The ability to converse at ease with customers and provide advice in accurate spoken English

ADDITIONAL EXPERIENCE AND SKILLS FOR THE CHILDREN'S CENTRE OFFICER ELEMENT

Essential:

- Substantial experience of providing support for children and families, including direct work with children aged five and under.
- Experience of working in partnership with parents and through collaborative or multi-agency arrangements.
- Experience of supporting services and activities that respond to identified needs of children and parents.
- Ability to communicate effectively with young children, families, professionals and multi-disciplinary organisations.
- Ability to support day-to-day service delivery, including crèche or day-care cover so that appropriate adult-to-child ratios are maintained.
- Understanding of legislation, policies and procedures relating to children, families and safeguarding.
- Commitment to undertake training and supervision and to work flexibly across Children's Centre and Family Hub settings.

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 sets out the 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