



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Family Hub Worker

Vacancy ID: 010425

Salary: £20,344 - £21,589 Annually

Closing Date: 15/09/2019

Benefits & Grade

Grade G

Contract Details

Temporary for 6 months

Contract Hours

37 hours per week

Disclosure

The successful applicant will be subject to an Enhanced DBS check

Job Description

This is an exciting opportunity to work within one of the Family Hubs run by Stockton-on-Tees Borough Council. We are looking for an enthusiastic individual who wants to make a real difference to the lives of children and families within the Borough.

You will need to be self-motivated and efficient, coupled with the ability to work with a range of families with varying needs. Your role will be welcoming families into the hub, identifying the most appropriate service for them and being able to sign post effectively.

Knowledge of Agresso and Capita One would be an advantage. Excellent communication skills are a must. You will need to be able to demonstrate all of the Council behaviours.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Adèle Jaab, Family Hub Manager on 01642 527226 or email adele.jaab@stockton.gov.uk

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Children's Service		Service Area: Early Help
JOB TITLE: Family Hub Worker		
GRADE: G		
REPORTING TO: Family Hub Co-ordinator		
1.	JOB SUMMARY:	
	<p>To assist the Family Hub Co-ordinator, by working creatively to ensure that the Family Hubs are vibrant, well-resourced and operate for the benefit of local residents and organisations within a sustainable framework. To be responsible for providing the Family Hub with a strong customer care welcome for families, partners and the wider community alike. The postholder will be responsible for developing and delivering a Community Café within the Family Hub which offers a service to local families. The role will provide a community focus, develop opportunities for volunteering and will be responsible for the gathering of local knowledge and intelligence to support the Stockton Information Directory and the Virtual Hub.</p>	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	<p>To have responsibility for ensuring the Family Hub building offers an excellent first impression. The postholder will ensure the service is customer focused and offers a welcoming environment including clear, up to date information displays. This relates to all of the public areas, ensuring they are secure, clean, tidy and do not form any health and safety risk to those who use the building. The postholder will assist the Family Hub Co-ordinator in developing and complying with relevant policies and procedures, particularly in relation to health and safety and safeguarding.</p>
	2	<p>To have responsibility to work in partnership with other on site partners in order to provide a comprehensive welcoming service for families accessing the Family Hub, particularly those attending for the first time. This will include the delivery of information sessions and coffee mornings/afternoons within the Hub including the community café.</p>
	3	<p>To have responsibility to work closely with the Families Information Service (FIS) in order to provide an up to date and accurate information service to all families accessing the Family Hubs, ensuring that the distribution of high quality information and promotional material is maintained and that the services and activities are promoted effectively.</p>
	4	<p>To be responsible for gathering local information from families, professionals and the wider community in order to provide updates to FIS to ensure the Stockton Information Directory and the Virtual Family Hub are kept up to date.</p>
	5	<p>To work closely with the commissioned provider to develop and maximise volunteering opportunities within the Family Hub, alongside ensuring there are sufficient volunteers in place to meet the operational requirements of the building. The postholder will have day to day oversight of the volunteers in accordance with the policies and procedures of the commissioned service and take a lead role in supervising the apprentices especially in the café areas.</p>
	6	<p>To support the Family Hub Co-ordinator in the day to day co-ordination of the Family Hub, ensuring agreed protocols for service delivery and the sharing of resources are implemented. The postholder will adopt a solution focused,</p>

		problem solving approach to ensure any issues are addressed promptly and effectively.
	7	To be responsible for providing a community café within the Family Hub with the assistance of volunteers and apprentices. The postholder will work closely with the Community Café Co-ordinator to ensure that appropriate menus are developed and excellent standards are maintained.
	8	To assist the Family Hub Co-ordinator by working, as directed, with the Home Safety Service to enable them to facilitate sessions within the Hub alongside jointly delivering a robust promotional package.
	9	To adopt a solution focused approach in working with families so as to build resilience and recognise own strengths and expertise.
	10	To be a key holder for the building in the absence of the Family Hub Co-ordinator and work with partners to ensure the building is available but complies with the relevant security and health and safety procedures for opening and closing, when required.
	11	To be prepared to work flexible hours including evenings and weekends to suit the operational activities of the Family Hub and ensure that appropriate cover and services can be delivered.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade G using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Family Hub Worker	Grade G
Directorate / Service Area	Children's Services	Early Help
Post Ref:	34322	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Educated to NQF level 3 or equivalent in a directly relevant subject or equivalent level of knowledge gained from direct work related experience • Customer Care or Customer relationship qualification at level 2 or above or equivalent work experience. 	<ul style="list-style-type: none"> • IT skills (EDCL) • Mentoring qualification and or experience • IAG qualification • Solution Focused approach qualification and or experience 	Application form
Experience	<ul style="list-style-type: none"> • Experience in working in a customer focus environment • Experience of working with families • Experience in mentoring others • Experience in working in a multi-disciplinary team 	<ul style="list-style-type: none"> • Experience in tracking family progress • Experience of child protection policies and procedures • Experience in working with families from disadvantaged areas 	Application / Interview
Skills	<ul style="list-style-type: none"> • Good communication skills • The ability to relate to a wide range of people • Ability to work in a multi-agency approach • Willingness to carry out personal professional development • Ability to develop new services and manage resources 	<ul style="list-style-type: none"> • Good organisations skills • Good negotiation and influencing skills 	Application / Interview

<p>Specific behaviours relevant to the post</p>	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Adhere to A Fairer Start ethos and values 		<p>Application / Interview</p>
<p>Other requirements</p>	<ul style="list-style-type: none"> • A good knowledge and understanding of Healthy Child Programme • A good knowledge and understanding of the Volunteer Strategy • An understanding of child protection issues • An understanding of the local authority inspection framework • Working knowledge of risk assessment and health and safety protocols and procedures 	<ul style="list-style-type: none"> • Knowledge of local community 	<p>Application / Interview</p>

Person Specification dated August 2017

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.